

THE MAYOR'S OFFICE OF NEIGHBORHOOD SERVICE  
**NEIGHBORHOOD ENGAGEMENT WALKS**  
FINAL REPORT FALL 2014



## OVERVIEW

The Mayor's Office of Neighborhood Services conducted Neighborhood Engagement Walks in the Fall of 2014. The objectives were for each Neighborhood Liaison to:

Audit each street in their neighborhood and assess public safety and quality of life issues that could be addressed by city departments.

Engage with residents by having them join the walks to point out issues they notice in their areas and to discuss how the city can help resolve their concerns; these walks provided a unique opportunity for the liaisons to host "walking office hours", which were a huge success.

Ensure that every city department is aware of all the issues residents face and coordinate walks with respective departments in order to bring attention and resolutions to these concerns.

Introduce a new proactive approach to resolving neighborhood issues and the delivery of city services.

## OVERVIEW

### Technology Used:

During the Neighborhood Engagement Walks, Neighborhood Liaisons used Samsung Galaxy Tablets to take pictures of problems, submit cases to various departments and document the neighborhood walks. The program used to track these walks was Runkeeper, a Boston-based startup that uses GPS to record walking routes. This data, in a partnership with the City of Boston, was shared with the Department of Innovation and Technology, who then overlaid the tracked routes onto a citywide map. Available on the City's website, this interactive map allowed residents to see when Liaisons were in their neighborhood, what streets had currently been surveyed and what issues had been reported. During the course of the Neighborhood Engagement Walks, Neighborhood Services Liaisons walked a total of over 1100 miles, burning 133,625 calories in the process.

While on these walks, Liaisons reported issues using an app on their tablets called City Worker. Created in 2011 by the Mayor's Office of New Urban Mechanics, City Worker is the companion app to Citizens Connect. It was designed to give City workers – while they were in the field – streamlined, real-time access to the City's internal work order management system.

### Departments Involved:

NEW Boston walks were an enormous undertaking which required cooperation with all city departments to be successful, including:



Boston Water and  
Sewer Commission



BOSTON  
PARKS &  
RECREATION





## GRAFITTI



BEFORE

AFTER

Graffiti is one of those issues that often times gets overlooked as most people notice it without taking the time to report it. These walks gave us the opportunity to clean up hundreds of graffiti markings Boston

# POTHOLES



BEFORE



AFTER



## POTHOLES



BEFORE



AFTER

Pothole repairs were completed on average within one day of reporting

## SIDEWALKS



BEFORE



AFTER

Sidewalks, particularly brick sidewalks in our historic districts, are notoriously difficult to maintain, by their very nature the bricks aren't perfect and the sidewalks themselves aren't completely flat. Public Works does an excellent job maintaining access and safety while preserving the aesthetics of these treasured aspects of our neighborhoods. The pictures above demonstrate the seamless repairs that DPW makes to our sidewalks on a regular basis.



## SIDEWALKS



BEFORE



AFTER



## SIDEWALKS



BEFORE

AFTER

Some other examples of public safety issues as well as quality of life issues that were addressed during these walks can be seen here.

“For Codman Square as a result of the walk we were able to engage new residents and encouraged them to form a resident association group. We addressed loitering, pan handling and many other issues on the Washington Corridor of Codman Square”

Flavio Daviega, North Dorchester Liaison

## SIDEWALKS



BEFORE

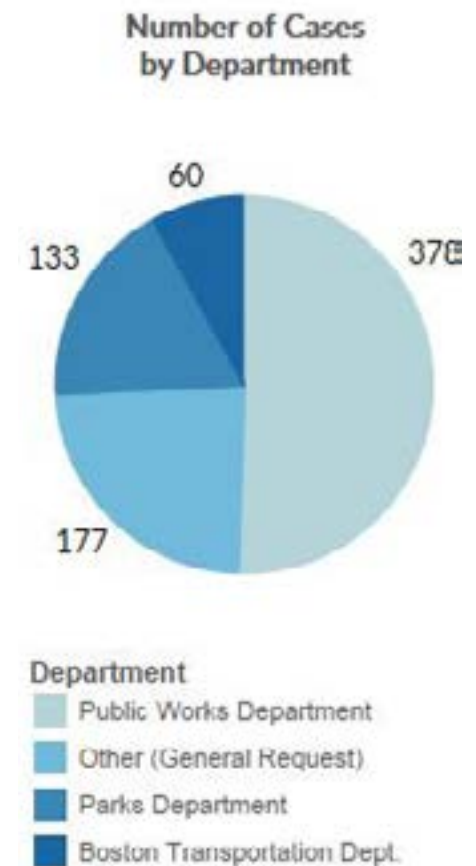
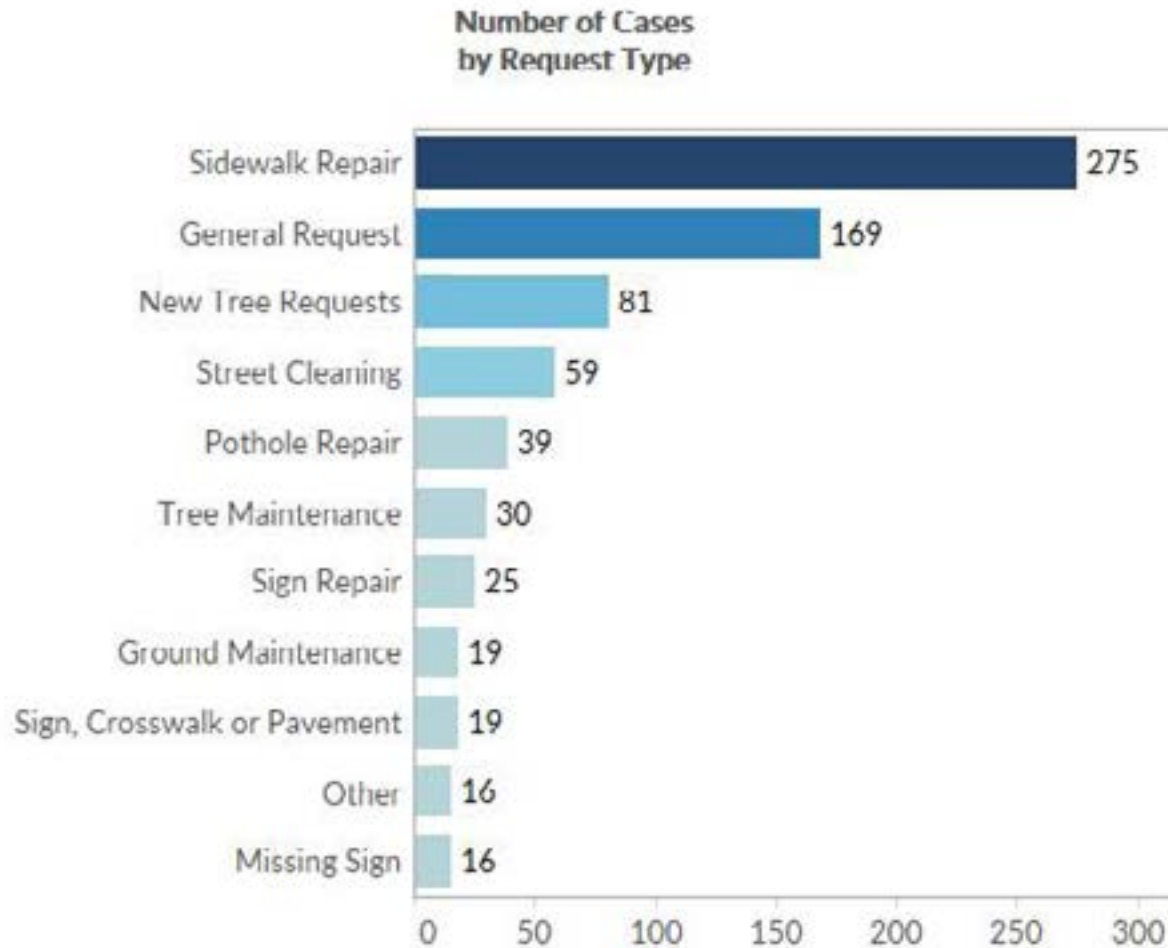


AFTER

“For Jones Hill area we involved BTB and members of the community to do a walk and look at traffic pattern on the hill. We will do further studies with BTB to see about making some changes on traffic flow to eliminate congestion and improve safety”

Flavio Daviega, North Dorchester Liaison

## BREAKDOWN OF RESULTS BY NEIGHBORHOOD: ALLSTON/BRIGHTON



"It was very exciting to have the opportunity to explore every corner of Allston and Brighton on these walks. I met so many different people of various backgrounds and their stories gave me a real sense of what works well in the neighborhood and what we can work on together to improve daily life for all residents."

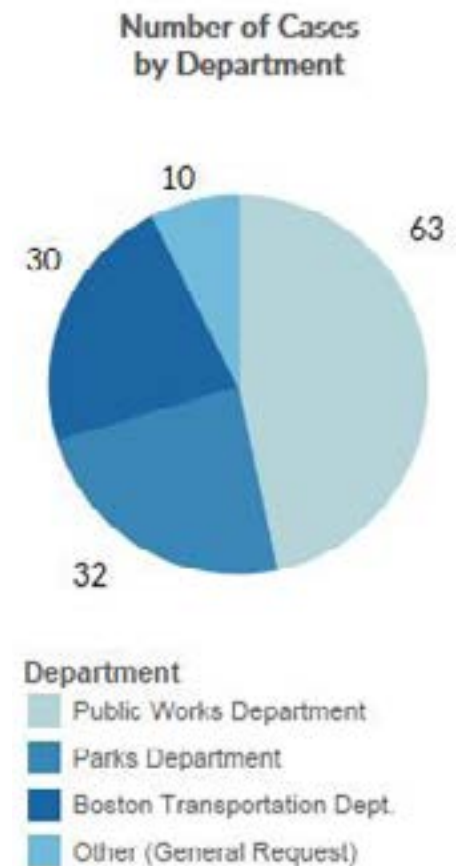
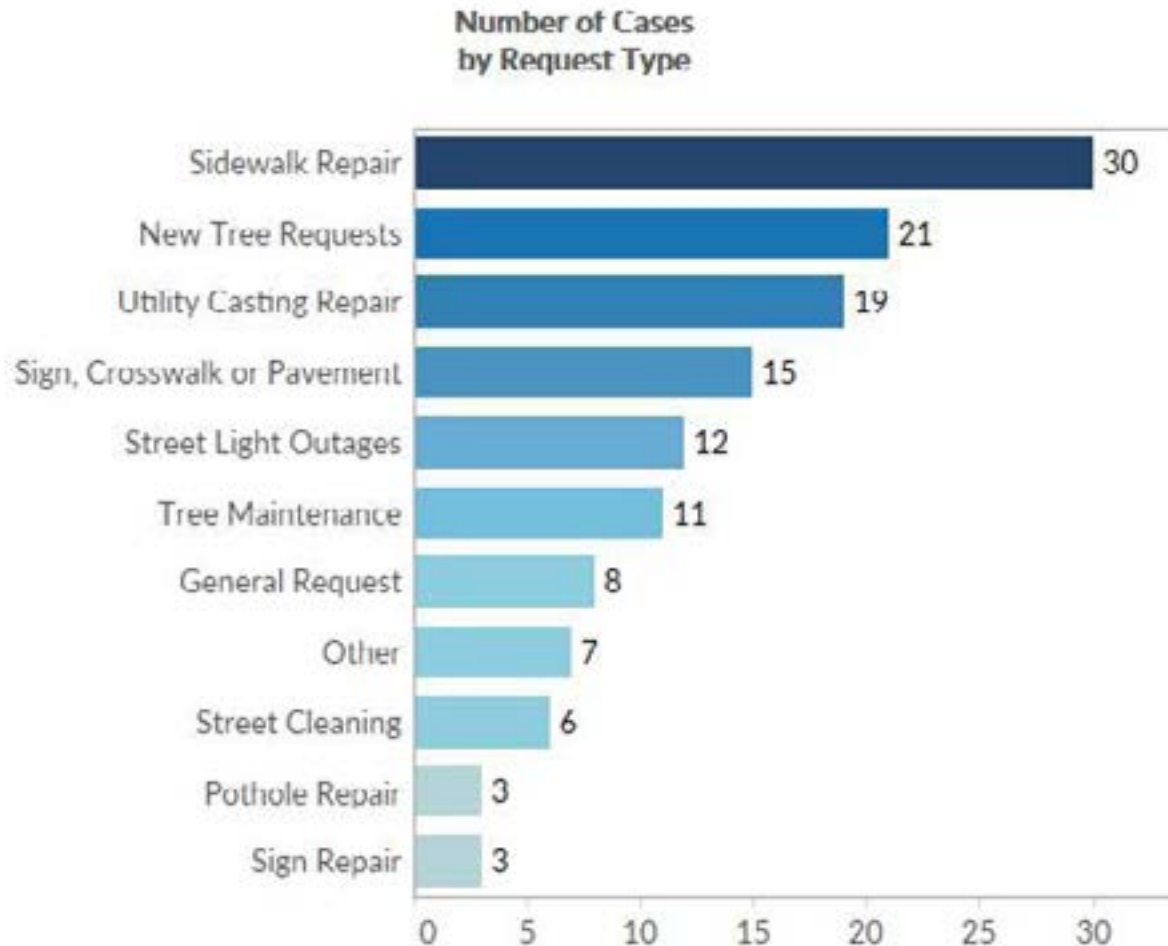
John Laadt, Allston/Brighton Liaison

"The NEW Boston Walks gave my neighbors and myself an opportunity to connect with our neighborhood liaison and point out issues in the Oak Square area. We were amazed how quickly these issues were addressed and the time and effort Neighborhood Services put into making sure every single street in Allston and Brighton were covered."

Mike Franks, Brighton resident



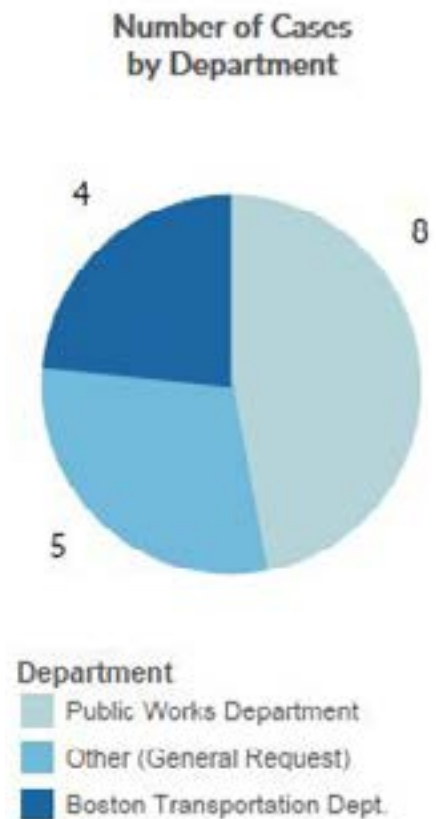
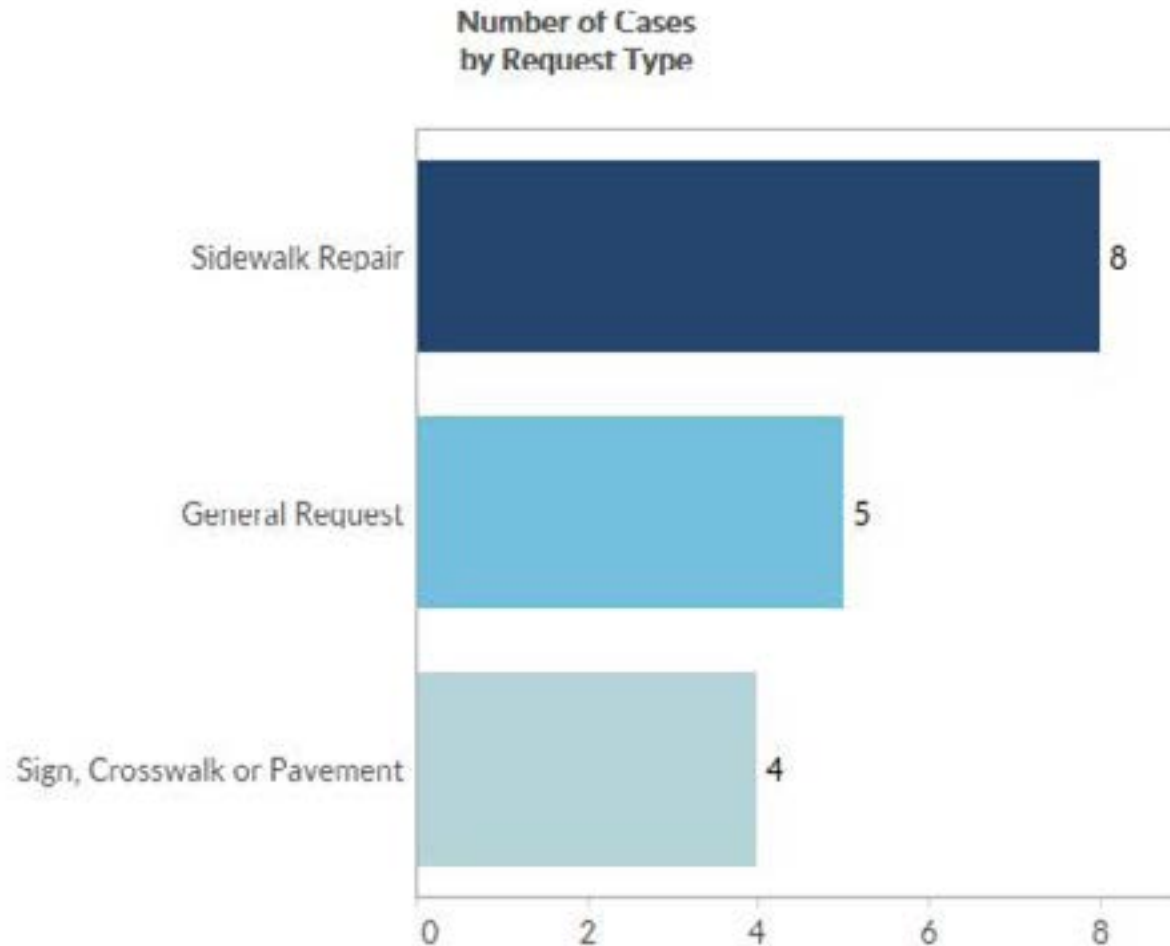
## BREAKDOWN OF RESULTS BY NEIGHBORHOOD: BACK BAY



“The neighborhood engagement walk was a great way to engage residents to see what matters to them. Along with reporting issues on the street, I got to share initiatives that were happening in the City and encouraged them to stay involved in their neighborhood”

Shaina Aubourg, Back Bay/Beacon Hill Fenway/Kenmore Mission Hill Liaison

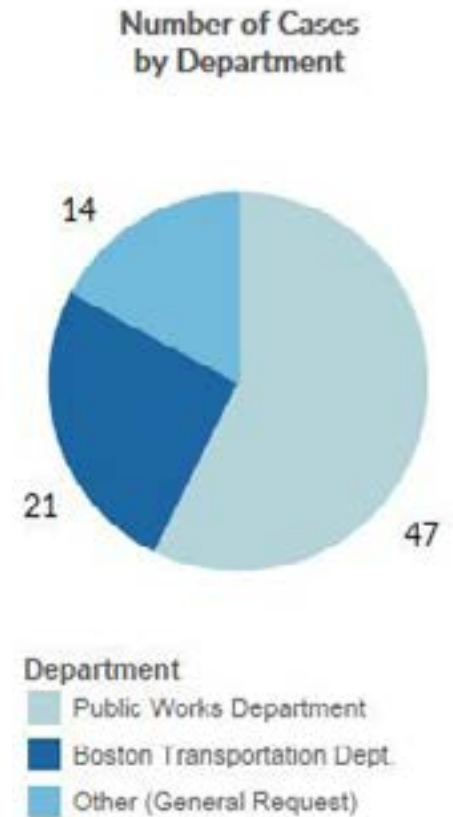
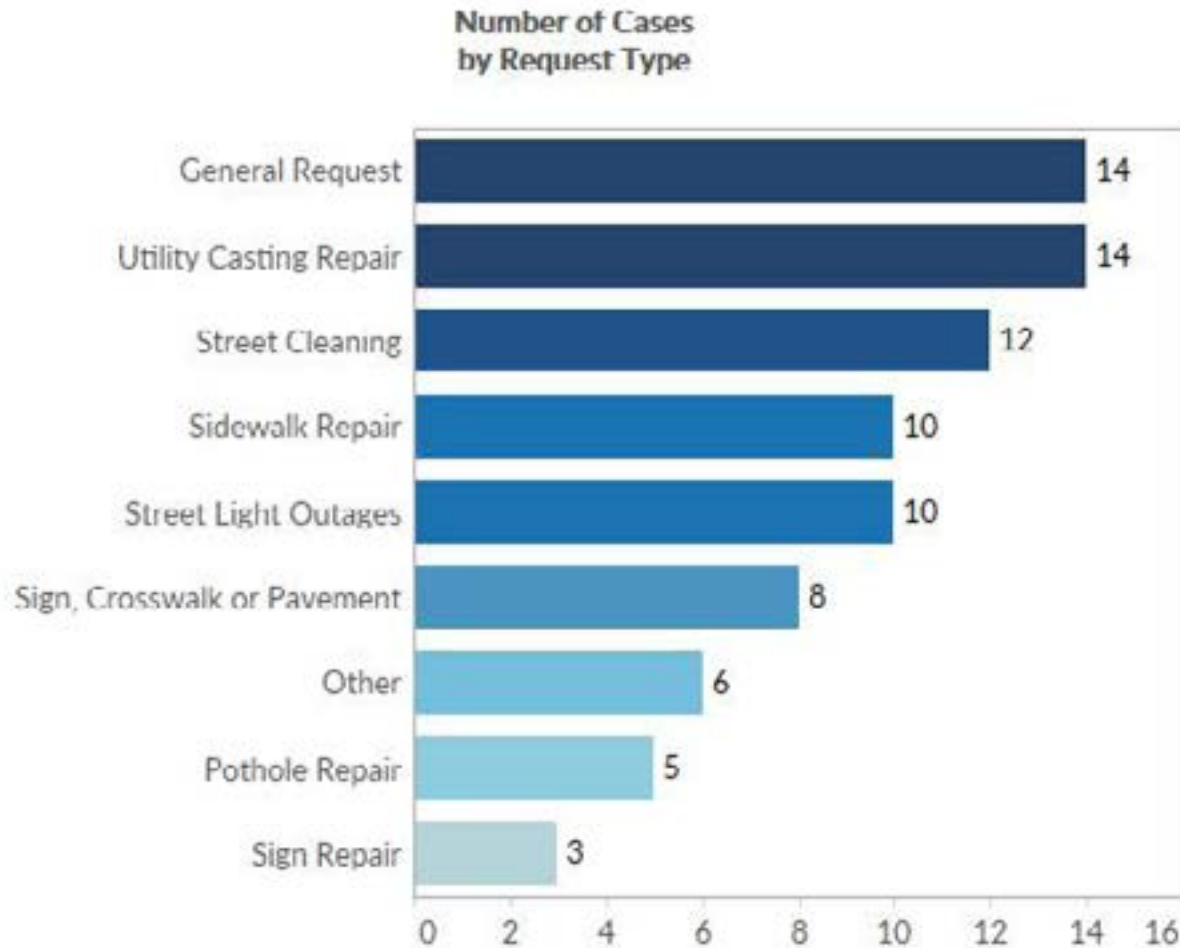
## BREAKDOWN OF RESULTS BY NEIGHBORHOOD: BAY VILLAGE



“Although Bay Village is one of the smallest neighborhoods in Boston, it was an interesting walk. I did most of it with a resident of Bay Village that is in a wheelchair and really got to see some of the seemingly smaller issues that are huge hurdles for our residents with mobility issues. This was really eye-opening for me”

Jordan Deasy, South End & Bay Village Liaison

## BREAKDOWN OF RESULTS BY NEIGHBORHOOD: BEACON HILL

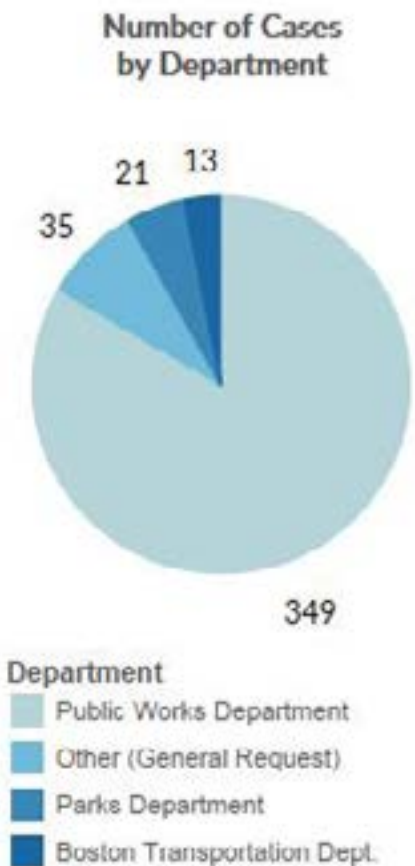
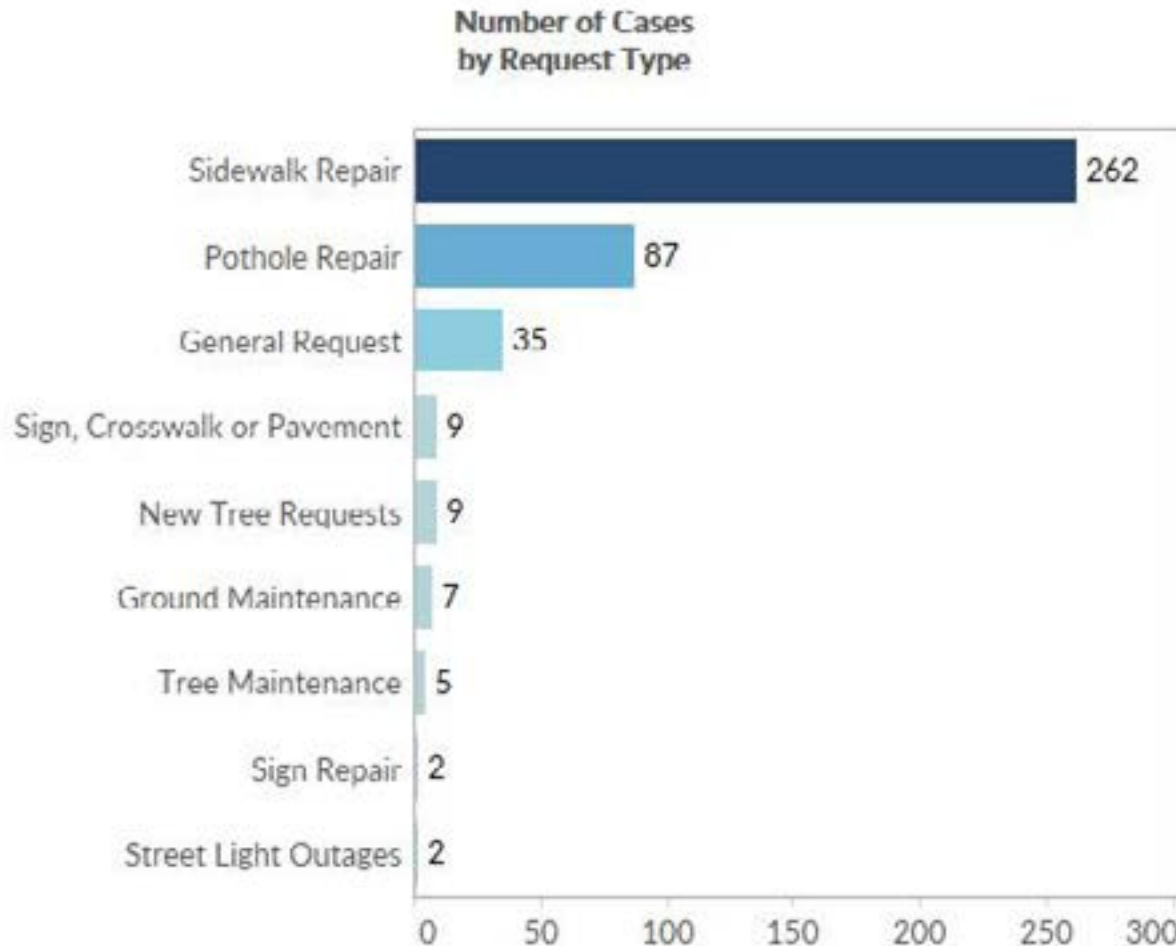


“Walking through the tree lined streets dotted with gas lamps, it was fun to experience this charming neighborhood as the residents see it every day. This created an opportunity to learn from residents on how to improve the neighborhood. Because of this walk, I know the neighborhood better”

Shaina Aubourg, Back Bay/Beacon Hill Fenway/Kenmore Mission Hill Liaison



## BREAKDOWN OF RESULTS BY NEIGHBORHOOD: CHARLESTOWN



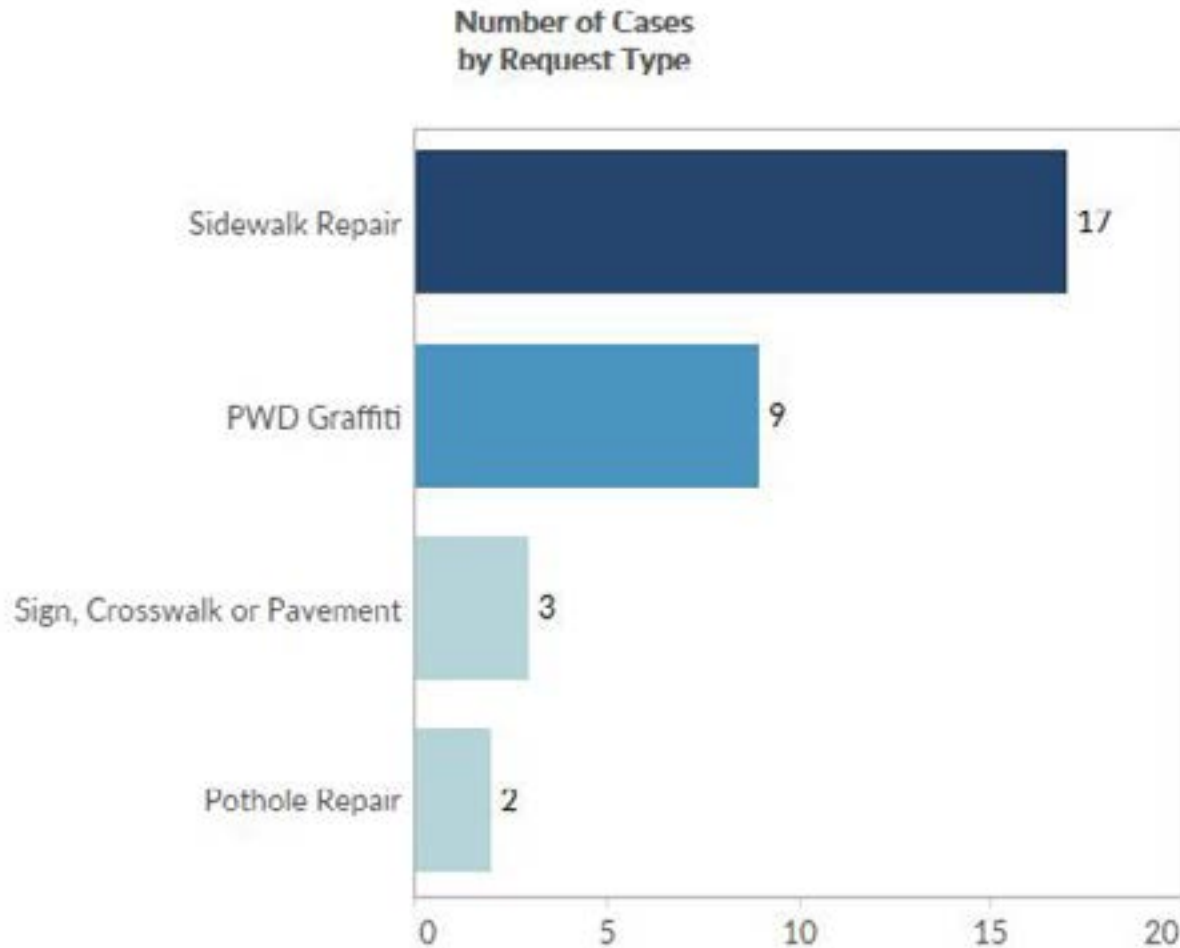
“These walks were a great way to spend a lot more time in Charlestown looking at every corner of the neighborhood. Since taking this position a little over a year ago, I’ve gotten to know a lot of the residents, businesses and community groups and had the opportunity to see every inch of the neighborhood. These walks provided me with another opportunity to get out and go through the whole neighborhood, as well as giving me the chance to meet many more residents and hear not only their concerns, but their stories of living in Charlestown and the experiences they’ve had here.”

Tom McKay, Charlestown Liaison

“The Neighborhood Engagement walks were a great way to report issues and see them actually get resolved. It was nice to see the City and Neighborhood Liaison being proactive, asking us what our concerns were and how they could fix them, before they became a more dangerous problem. It gave me another excuse to walk around the neighborhood, and I liked how you could see where the walks took place and when issues were resolved on the online map!”

Rachel Goldstein, Charlestown resident

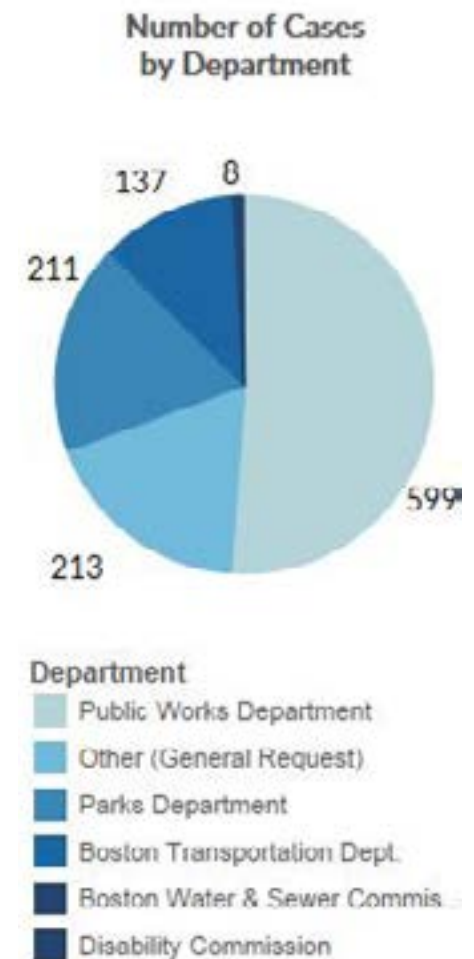
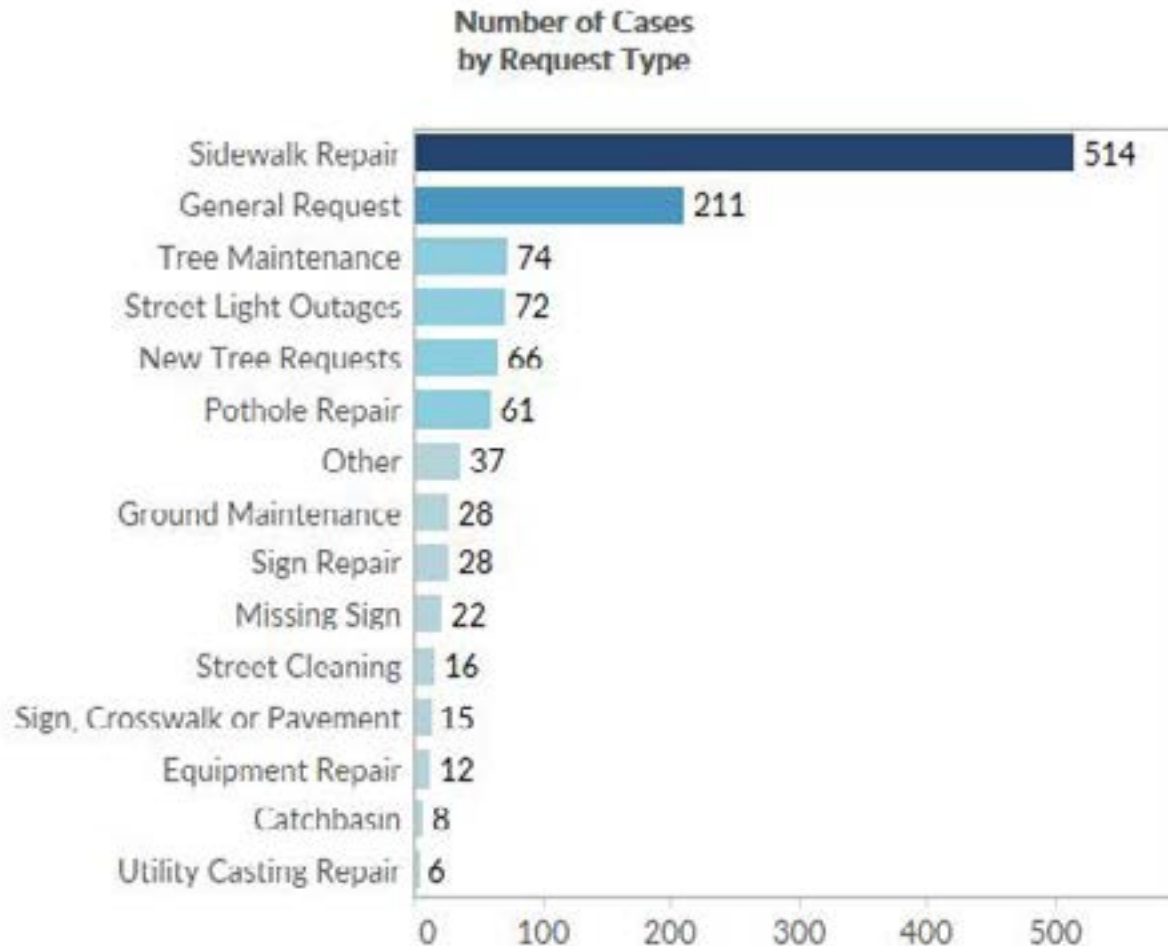
## BREAKDOWN OF RESULTS BY NEIGHBORHOOD: CHINATOWN



“These walks gave me the chance to see the interaction of different cultures and views in the neighborhood, and served as a reminder that all residents appreciate the smaller details that contribute to the bigger picture of life in the neighborhood. Each resident association that joined me for the walks expressed their concerns and thoughts on public safety of pedestrians and the green open space”

Denny Ching, Chinatown Downtown Liaison

## BREAKDOWN OF RESULTS BY NEIGHBORHOOD: DORCHESTER



"The Neighborhood Engagement Walks allowed me to be out in the neighborhood and to be approached by many familiar faces. The walks also provided a way to engage some other curious neighbors I had never met before and who were totally unfamiliar with this city-wide effort, and other programs and activities going on right here in Dorchester"

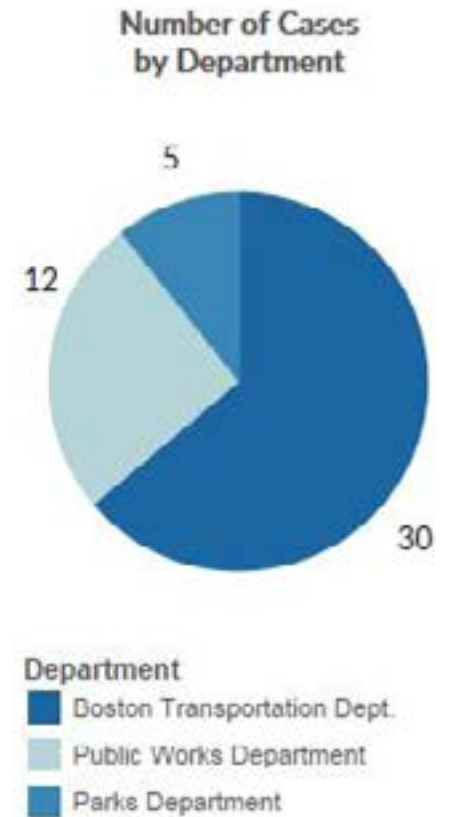
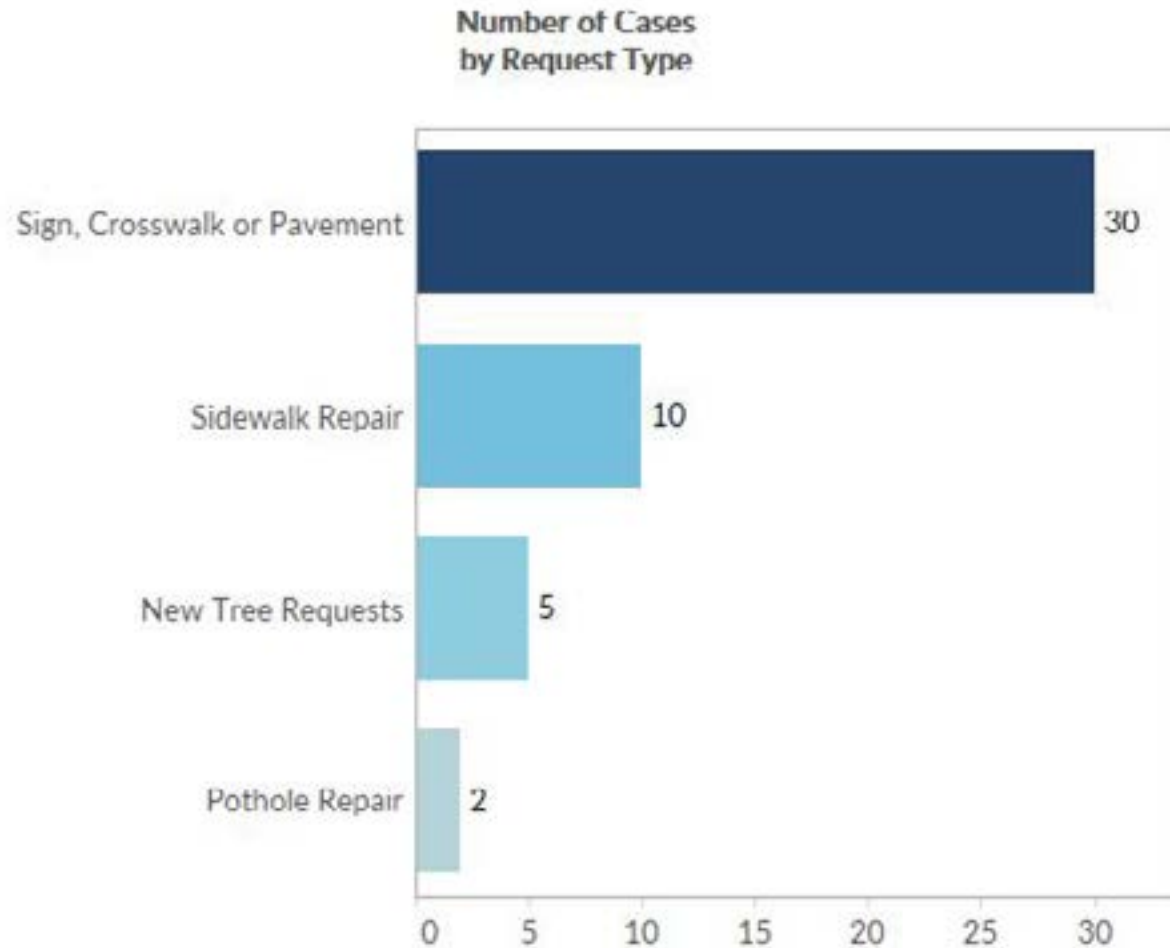
Alec Bonelli, Dorchester Liaison

The Neighborhood Engagement Walks were a new, great way for neighbors to discuss the unique issues they were seeing in their neighborhood on a daily basis. The initiative was a creative, interactive way for constituents and city workers to partner to solve these issues.

Ben Tankle, lifetime Dorchester resident



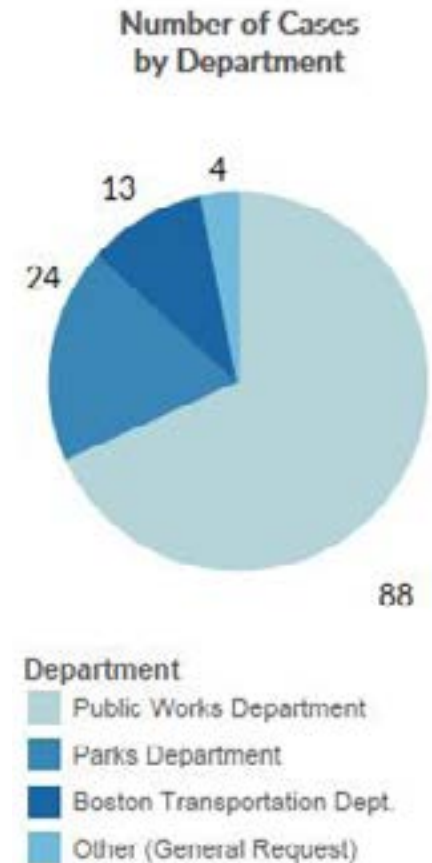
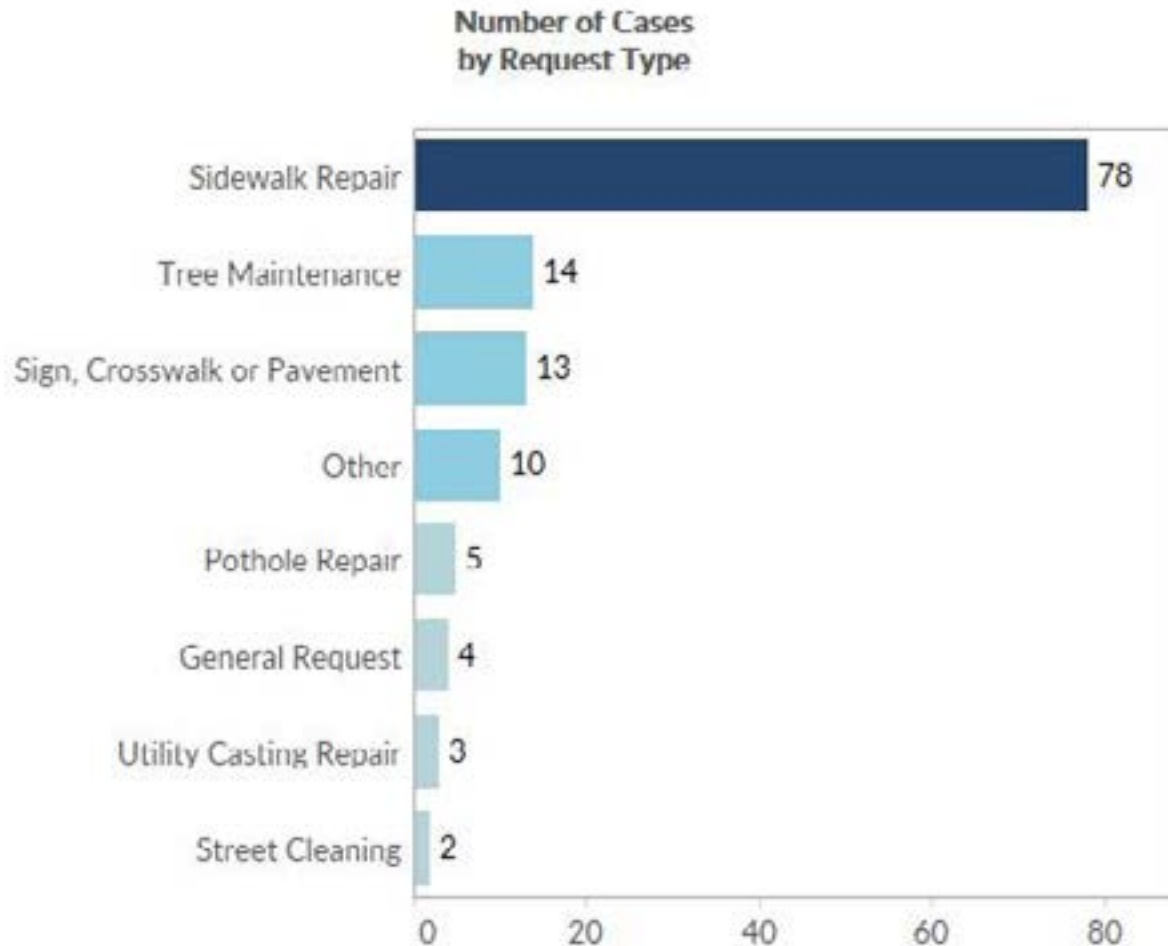
## BREAKDOWN OF RESULTS BY NEIGHBORHOOD: DOWNTOWN



“NEW Boston walks gave the Downtown BID, Wharf district members and the Mayor’s Office of Neighborhood Services the opportunity to collaborate and visualize the future of each neighborhood from the perspective of the residents; a wonderful opportunity that will make a real impact on the overall quality of life in the neighborhood”

Denny Ching, Chinatown Downtown Liaison

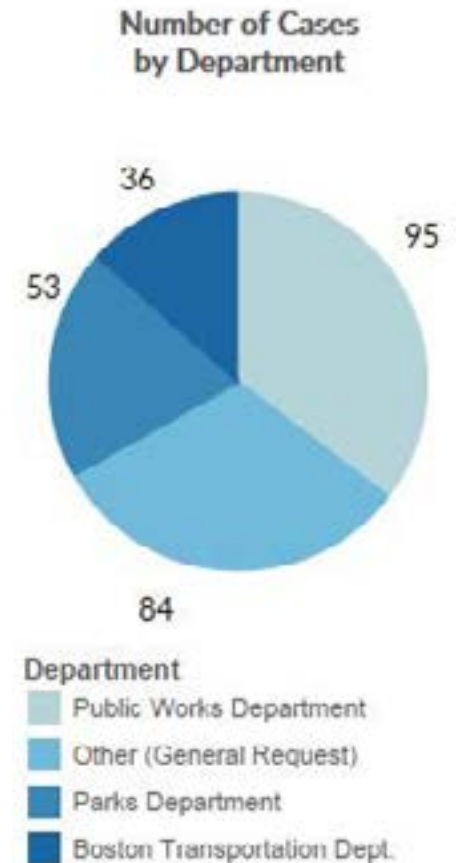
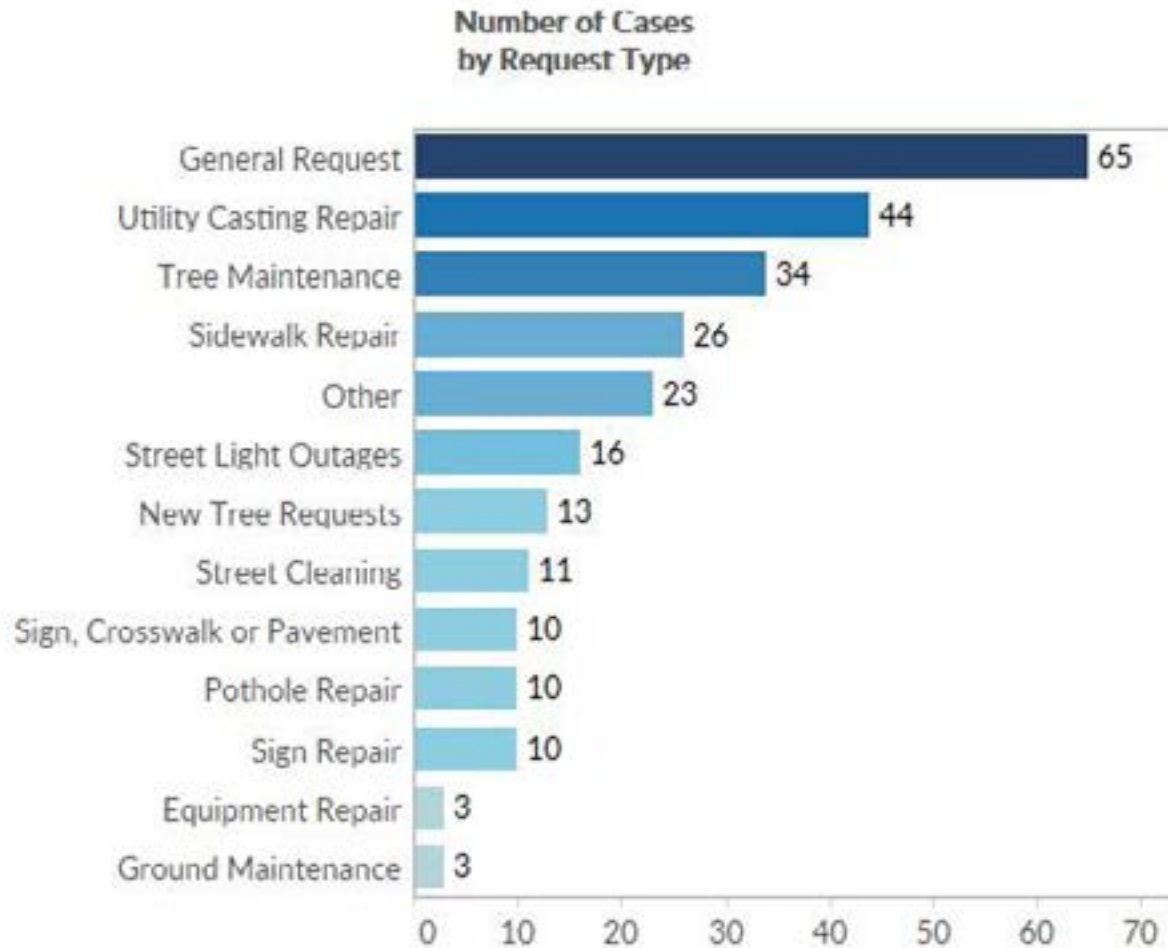
## BREAKDOWN OF RESULTS BY NEIGHBORHOOD: EAST BOSTON



“Although I was not the East Boston Liaison when these walks were completed, I have had the chance to understand and learn from groups in the neighborhood about their concerns from public safety to development, from environmental conservation to beautification; many of the issues and concerns I have heard about are reflected in the report for the neighborhood. This continuity is great to see as we work together to improve the neighborhood”

Claudia Correa, East Boston Liaison

## BREAKDOWN OF RESULTS BY NEIGHBORHOOD: FENWAY/KENMORE

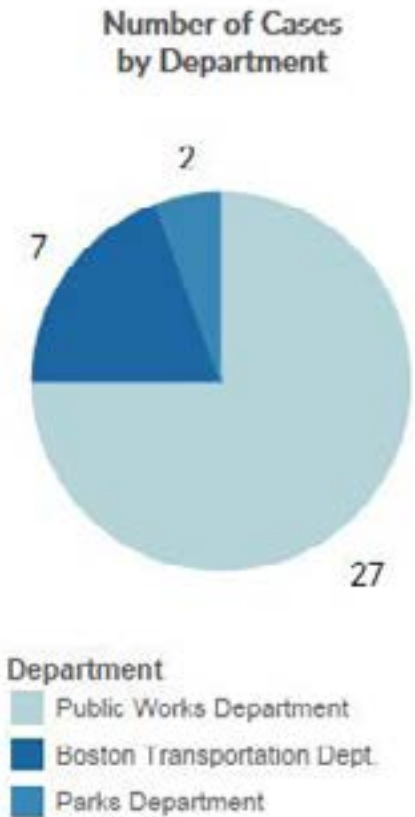
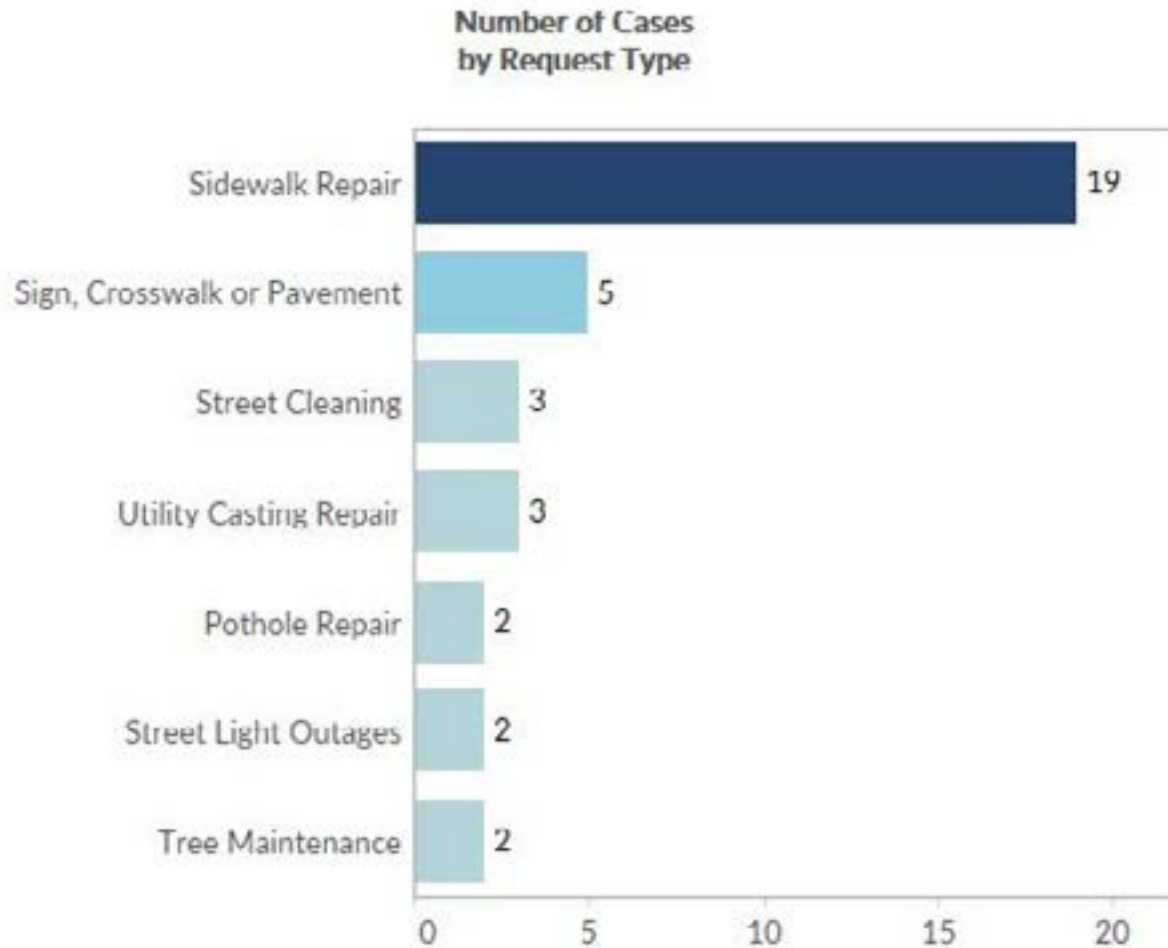


“The Fenway walk felt like a reunion! There were a few long term residents who walked with me and greeted each other with an enthusiastic hello. There were new residents that were excited to become involved and chat with their neighbors about some of their ideas”

Shaina Aubourg, Back Bay/Beacon Hill Fenway/Kenmore Mission Hill Liaison



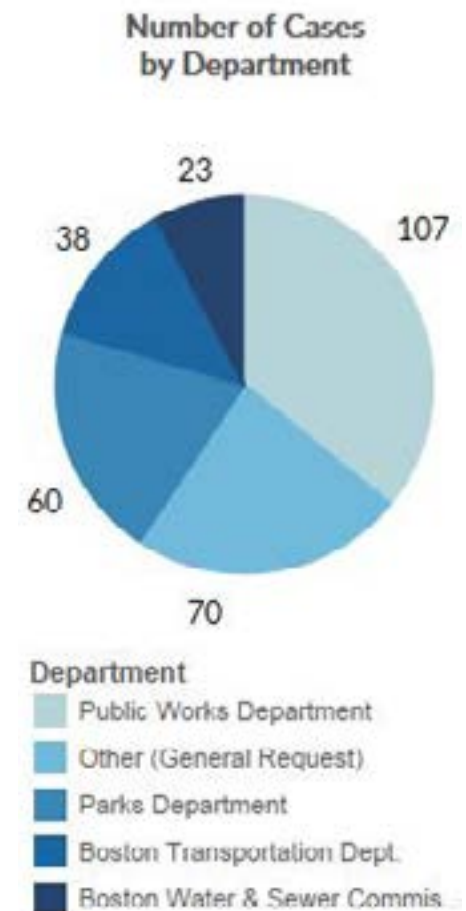
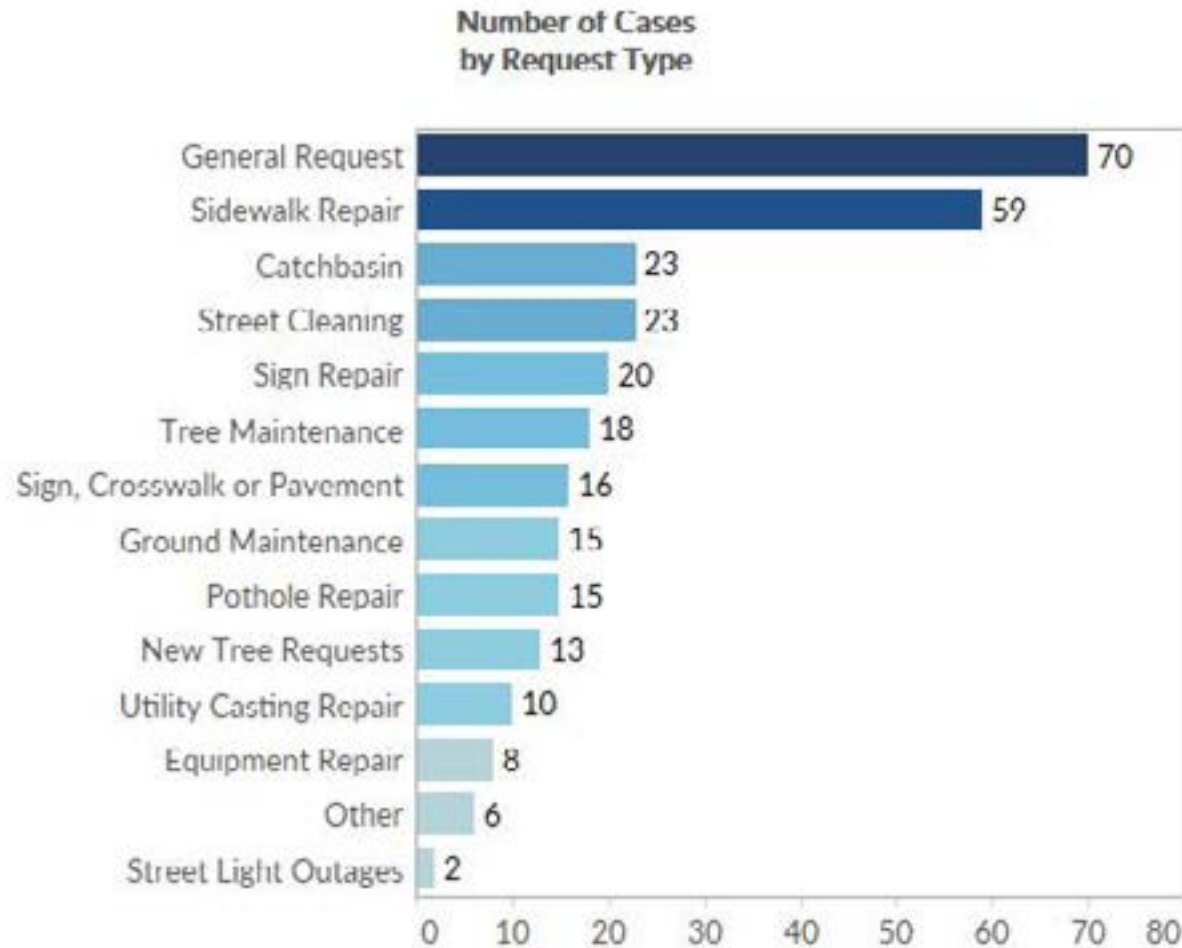
## BREAKDOWN OF RESULTS BY NEIGHBORHOOD: GOVERNMENT CENTER



“Engaging with residents on these walks was another opportunity for those of us in City Hall to really see how every minor detail and request regarding city services is instrumental in the maintaining greatest possible quality of life for our residents”

Denny Ching, Chinatown Downtown Liaison

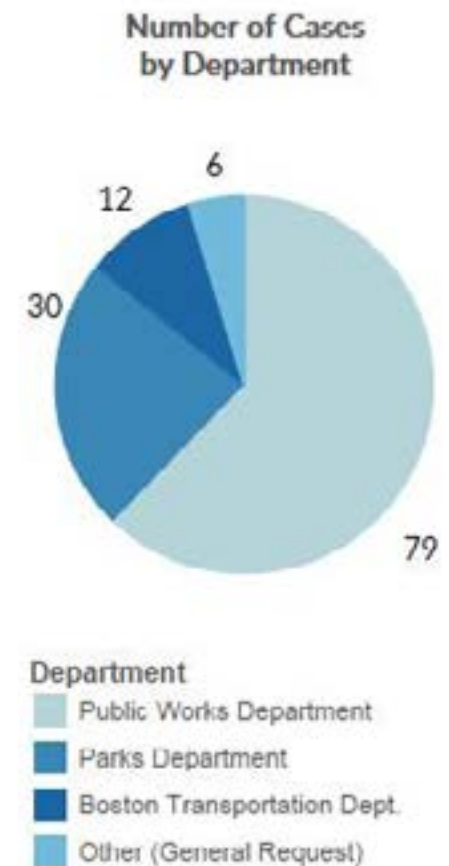
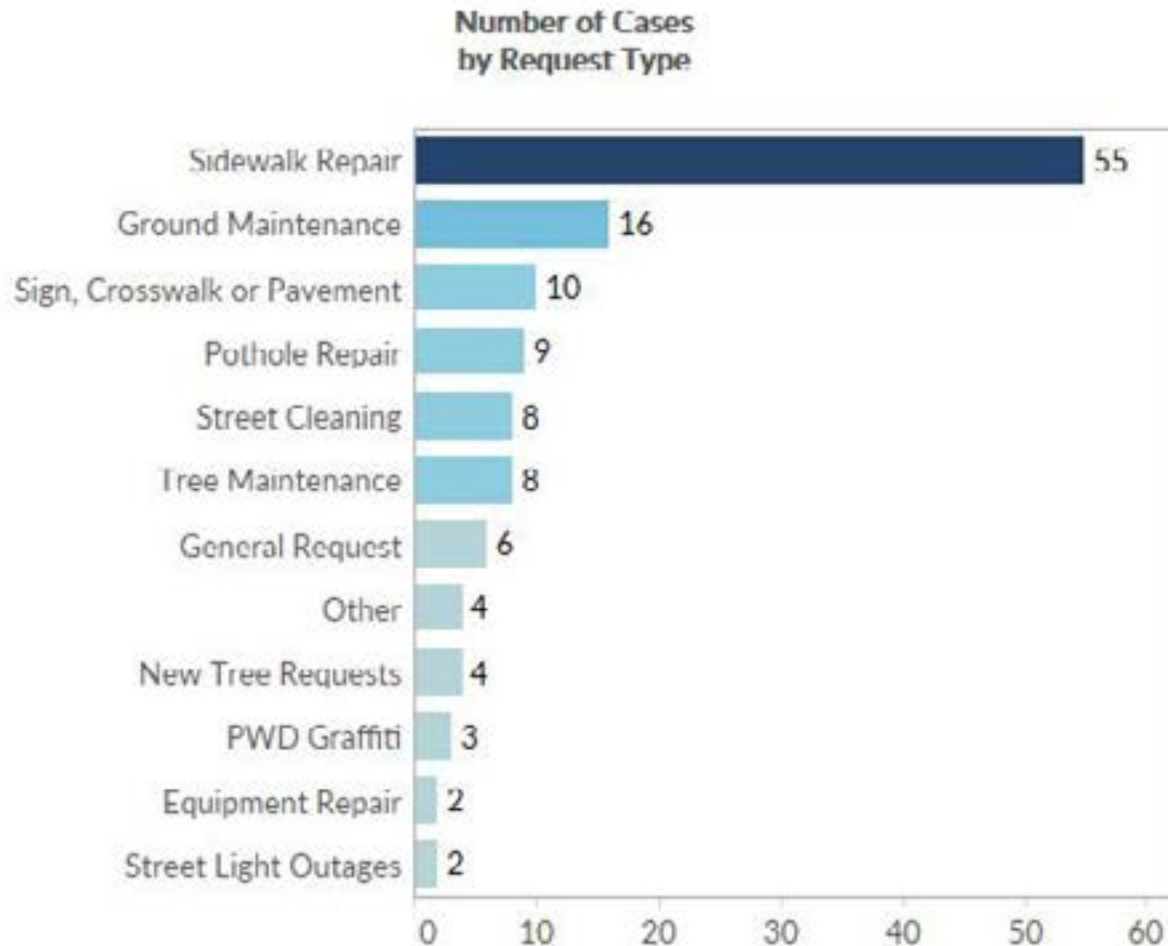
## BREAKDOWN OF RESULTS BY NEIGHBORHOOD: HYDE PARK



“These walks gave me the chance to engage residents on their streets and see their concerns as they see them from their homes. It allowed me to do a block by block review of Hyde Park issues”

Dave McNulty, Hyde Park Liaison

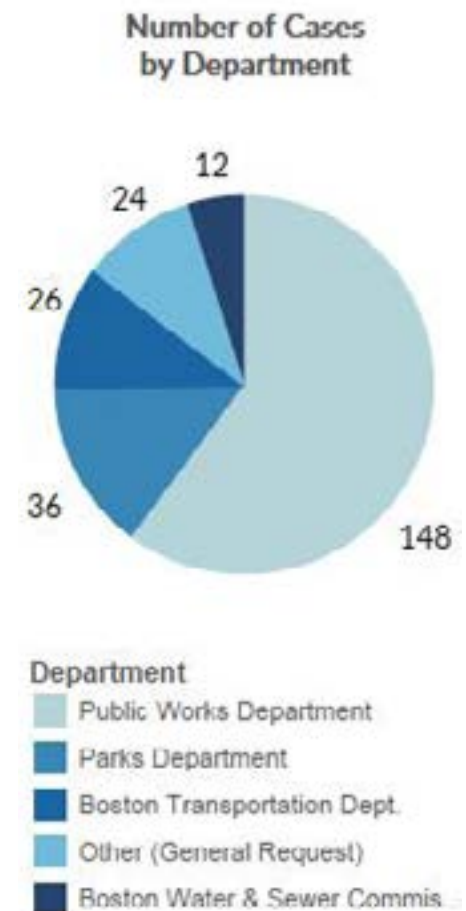
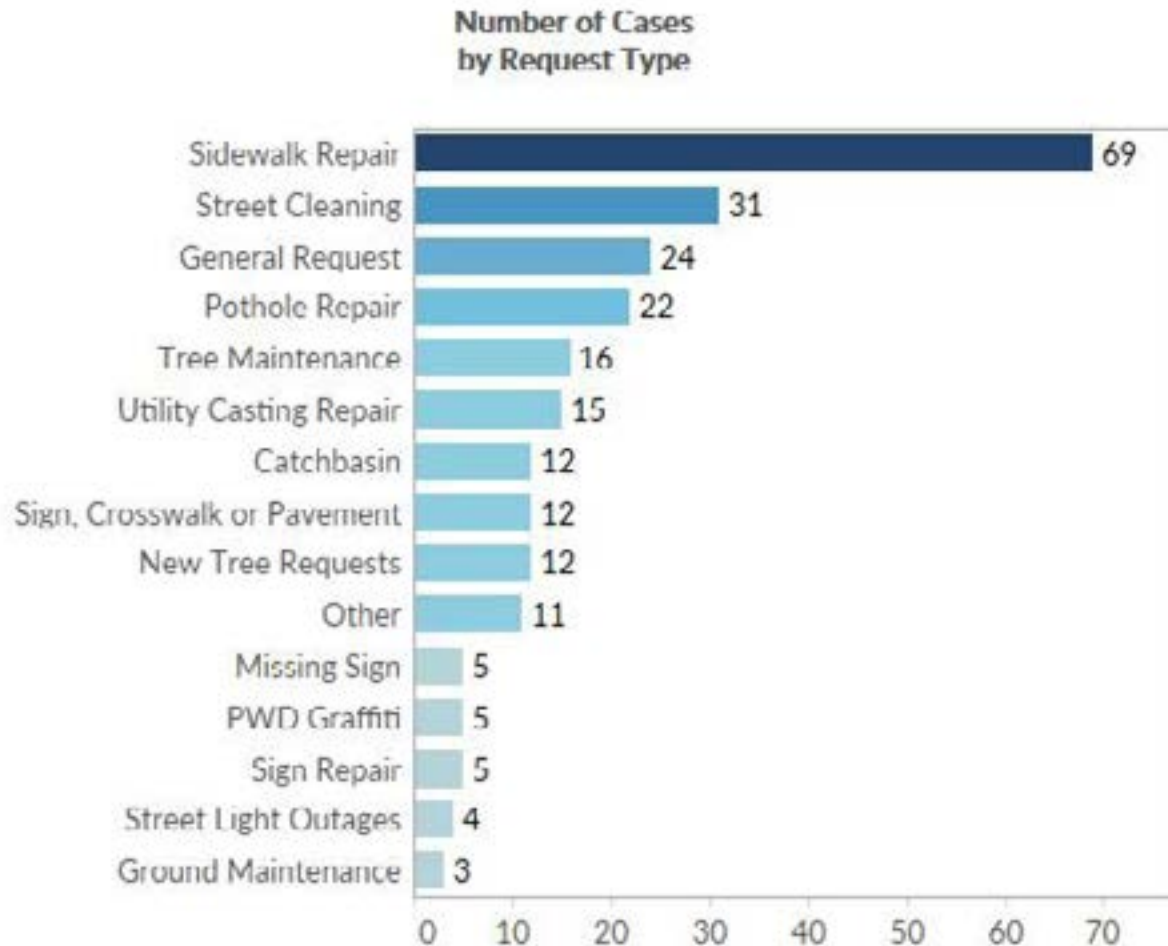
## BREAKDOWN OF RESULTS BY NEIGHBORHOOD: JAMAICA PLAIN



"Being from JP, you think you know every inch of your neighborhood by heart. However, these walks gave me the time, challenge and opportunity to explore those small side and dead end streets I never had reason to get to know. Along with concerns or suggestions, it was also great to swap neighborhood stories and memories back and forth about the streets that make up our neighborhood, "had my sweet 16 party at this restaurant, my son use to sled down this hill here." One walk would be full of community leaders and regular community meeting attendees, and the next day I'd be joined by young families or a new JP community members I had yet to meet." Jullianne Doherty, Jamaica Plain & LGBT Liaison

"Jamaica Plain is known for its' very high levels of community activism and engagement so we do a good job keeping our eyes out on the neighborhood. I was so impressed by the NEW Boston walks Jullianne undertook with us, giving an opportunity to walk our blocks with our neighborhood liaison. As soon as our concerns were noted, like street lights and sidewalks, they were taken care of in a matter of days. Thank you Mayor Walsh for making our government so accessible! " Jessica Doonan, Hyde Square resident, JP

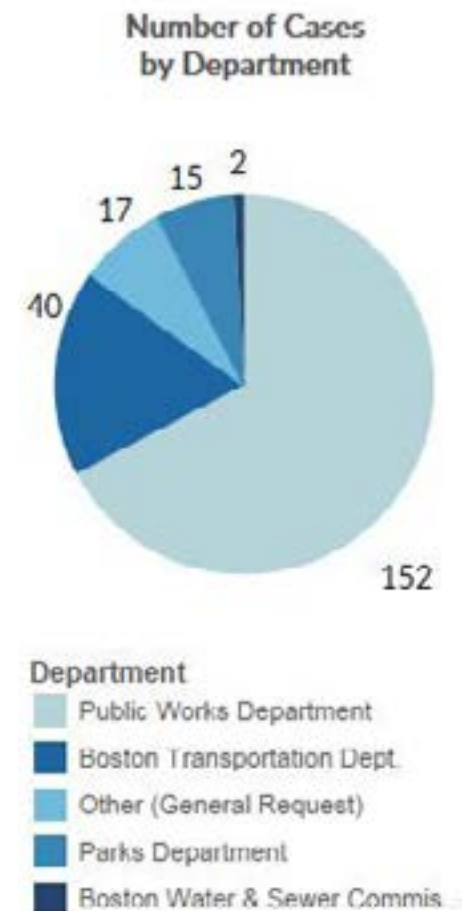
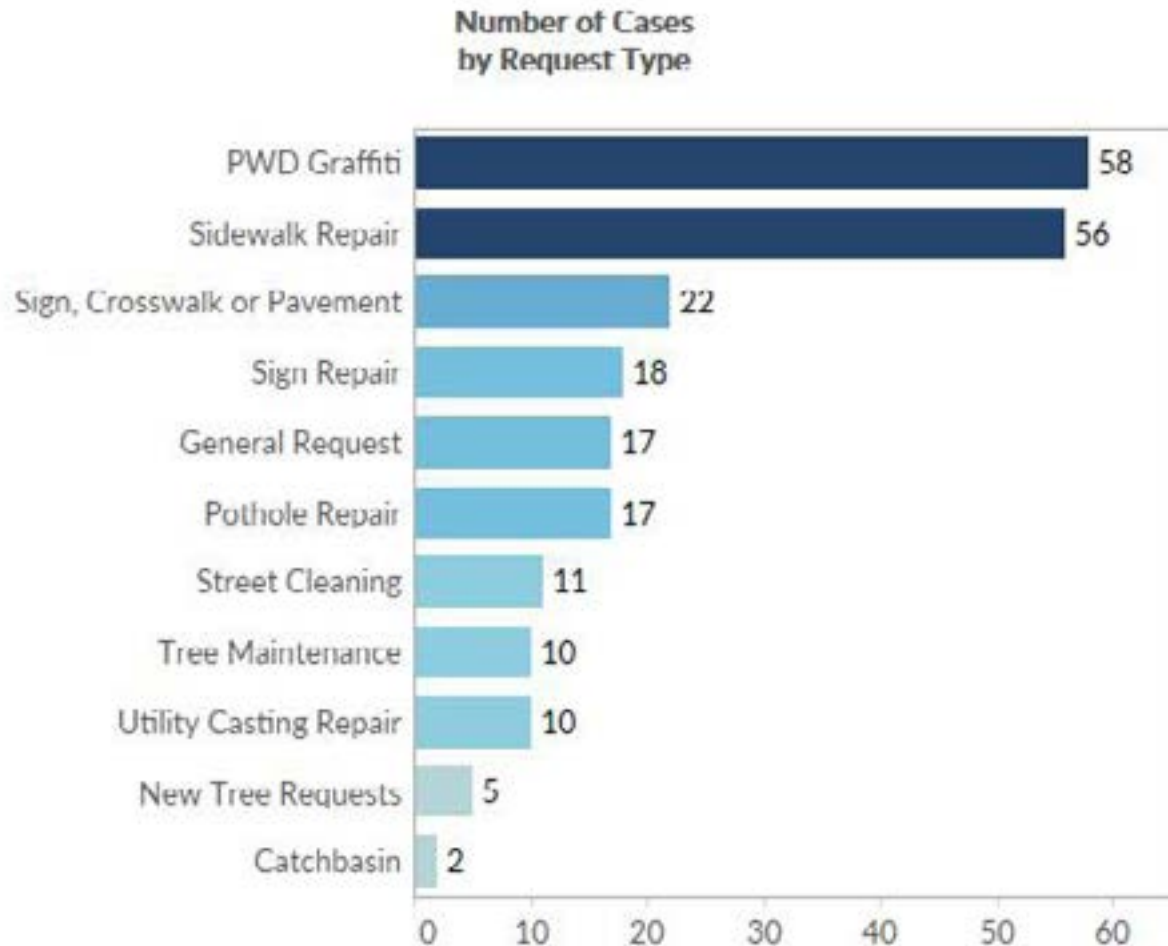
## BREAKDOWN OF RESULTS BY NEIGHBORHOOD: MATTAPAN



“These walks were a great opportunity to really spend time looking at the neighborhood the way residents see it every day. It was great to engage with Mattapan residents and hear their concerns, these walking office hour style meetings proved informative for all that participated”

Farid Dessources, Mattapan/North Dorchester/Haitian Liaison

## BREAKDOWN OF RESULTS BY NEIGHBORHOOD: MISSION HILL

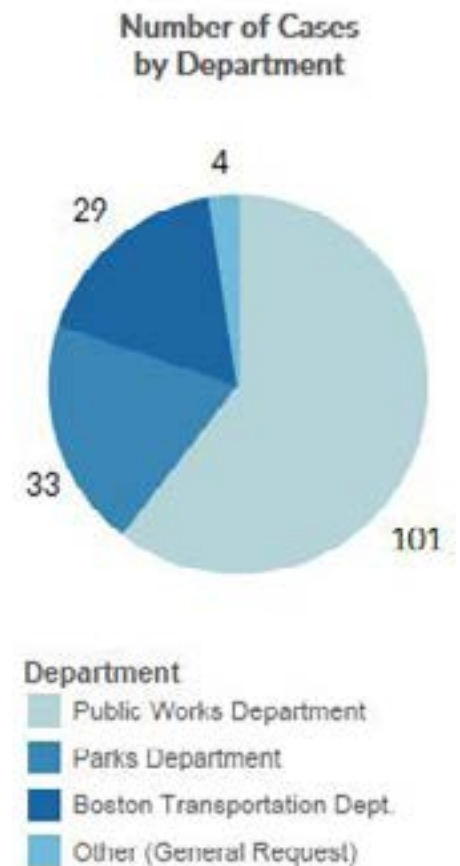
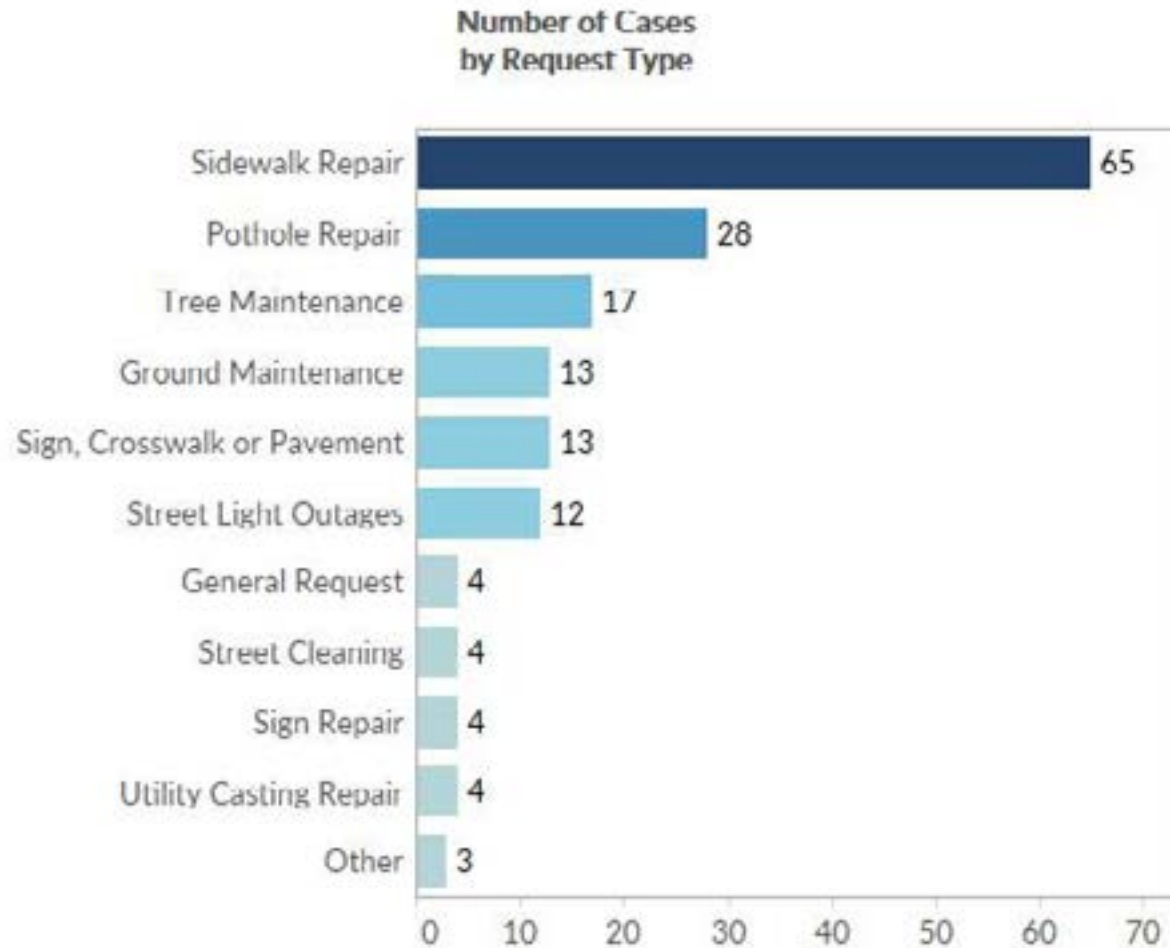


“After the neighborhood engagement walks, I have a deeper appreciation of this diverse community. From the steep slopes at the back of the hill to the emerging parcel on Tremont Street, Mission Hill has something to offer everyone”

Shaina Aubourg, Back Bay/Beacon Hill, Fenway/Kenmore, Mission Hill Liaison



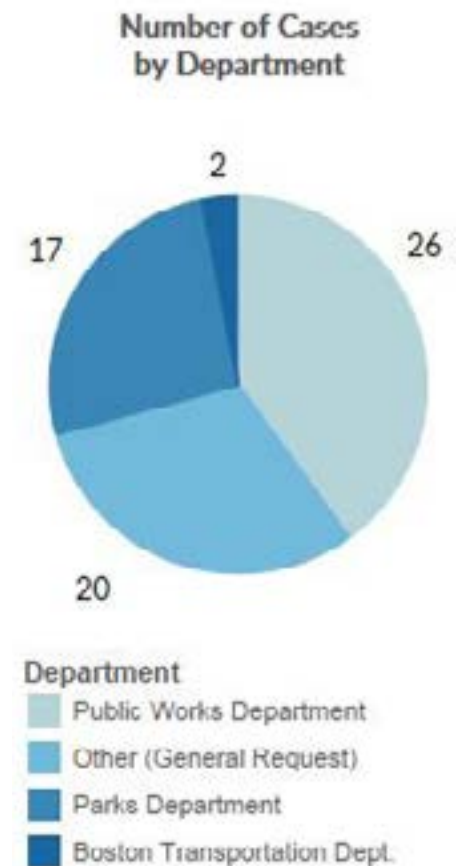
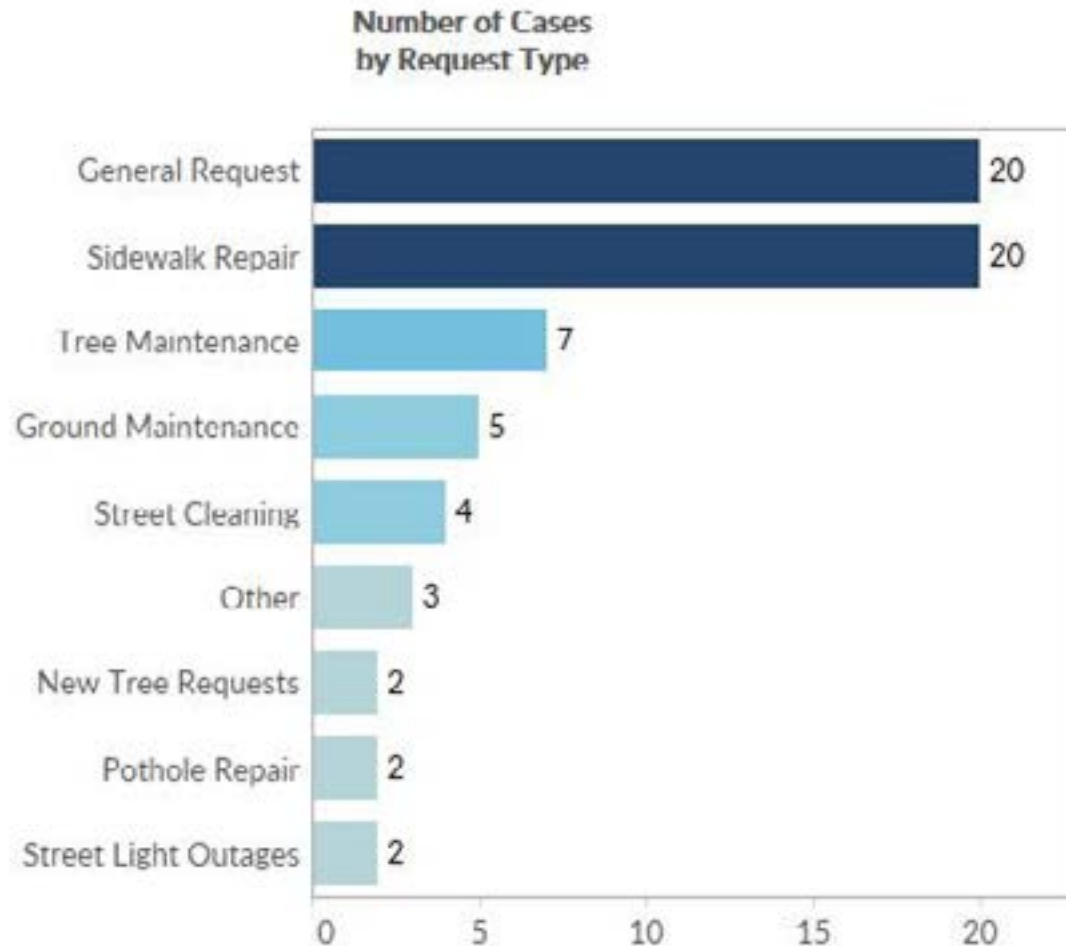
## BREAKDOWN OF RESULTS BY NEIGHBORHOOD: NORTH END



“Walking the streets of the North End with residents looking for ways to improve the neighborhood helped in showing our mutual pride for the neighborhood”

Nicole Leo, North End/West End/Waterfront Liaison

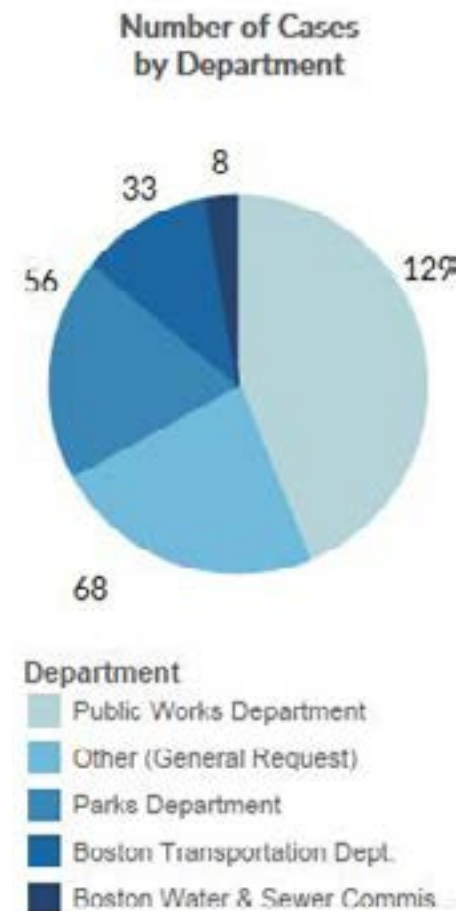
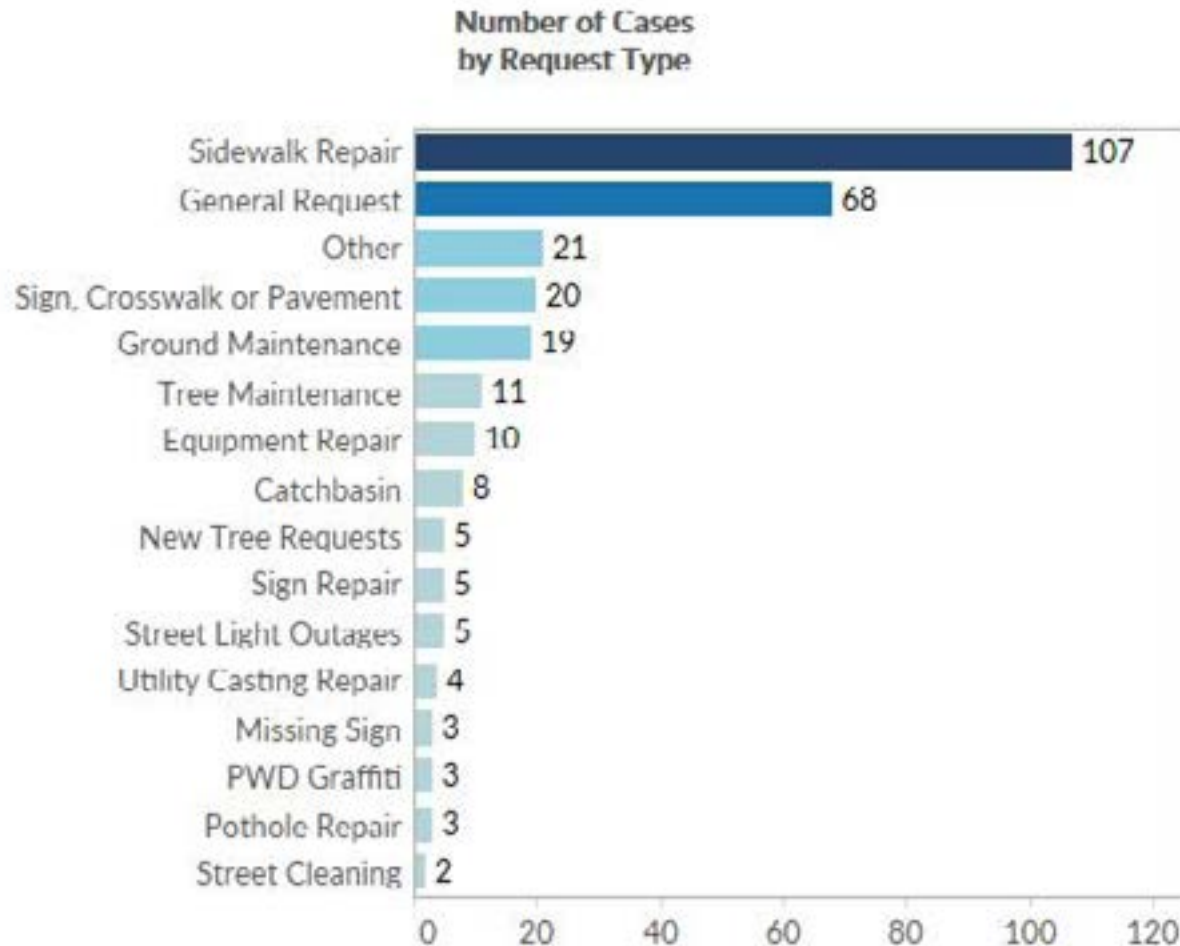
## BREAKDOWN OF RESULTS BY NEIGHBORHOOD: ROSLINDALE



“Neighborhood walks gave me the opportunity to see first-hand the issues that I typically get over the phone. I was met with residents from all over the neighborhood to get to know each and every street of Roslindale. Overall, I would say I am a better liaison now because of the neighborhood walks and the experience it offered myself and residents.”

Christine Galatis, Roslindale Liaison

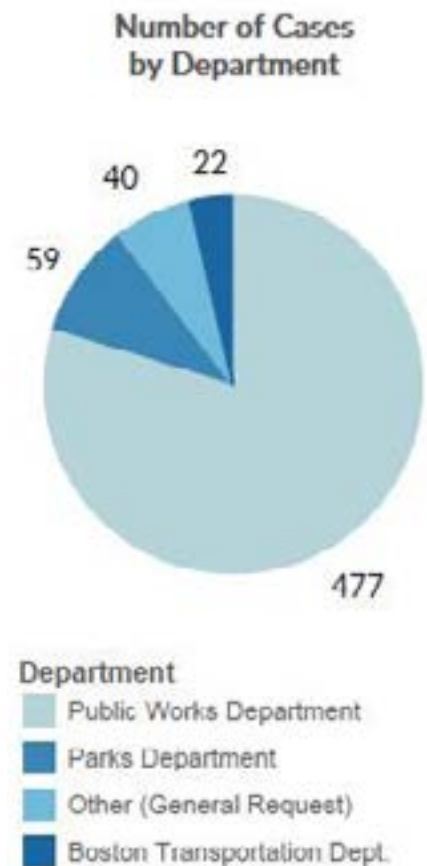
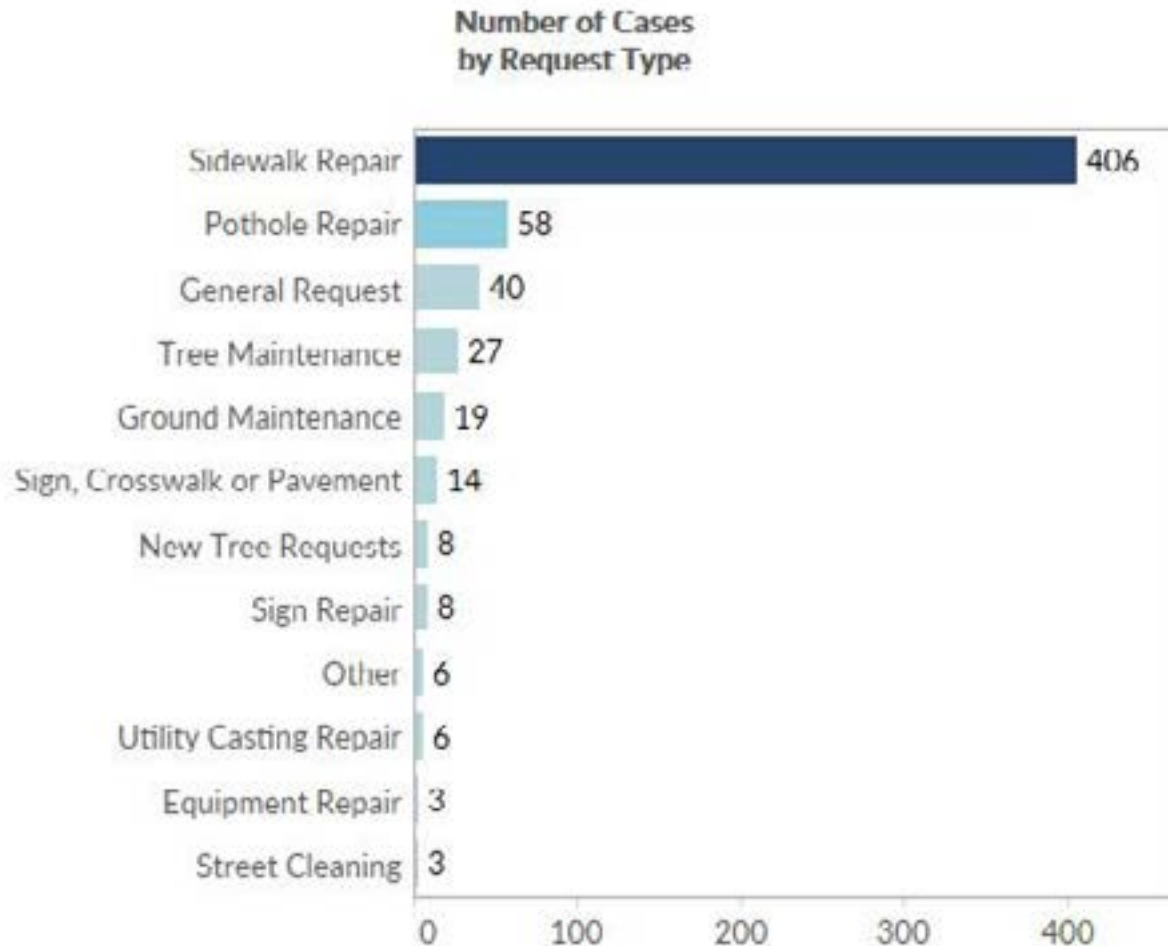
## BREAKDOWN OF RESULTS BY NEIGHBORHOOD: ROXBURY



“The neighborhood walks brought a new perspective to residents, allowing them to learn the process the City follows with getting these basic city services completed in each neighborhood. It really allowed neighbors to see that their input matters, the importance of civic engagement”

Kaira Fox, Roxbury Liaison

## BREAKDOWN OF RESULTS BY NEIGHBORHOOD: SOUTH BOSTON



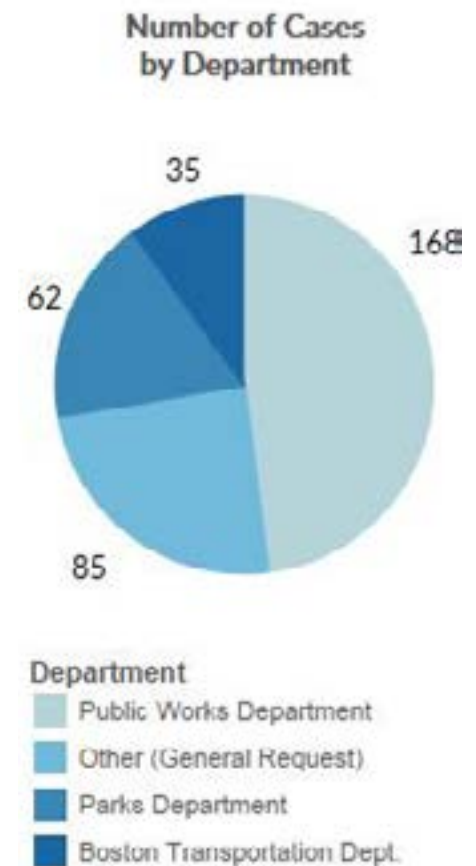
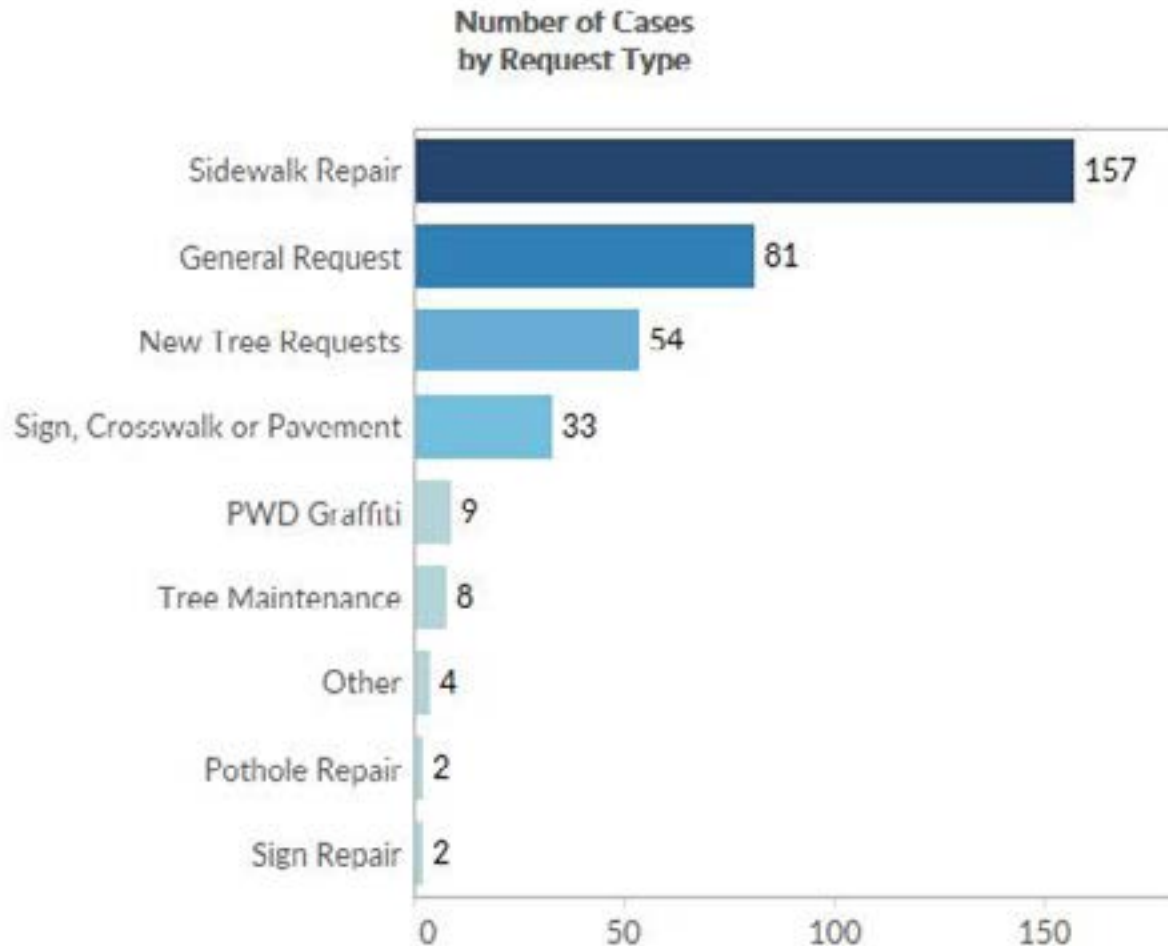
“The NEW Boston walks were a great way to discuss everyday issues in a less formal, more relaxed environment. I am glad that the residents of South Boston seized this opportunity for engagement, their participation was my goal from the beginning”

Eric Prentis, South Boston Liaison

With all the new development coming down the pipeline in our neighborhood, we want to make sure our block gets the same attention and care as everywhere else. Luckily, with NEW Boston, Mayor Walsh, and his liaison Eric Prentis, made it clear that they really do care about every corner of South Boston. We had a major issue with overgrown tree pits and as soon as I told Eric, he had it taken care of. Thank you Eric and Mayor Walsh for everything you’ve done!

Arthur Fritch, South Boston resident

## BREAKDOWN OF RESULTS BY NEIGHBORHOOD: SOUTH END

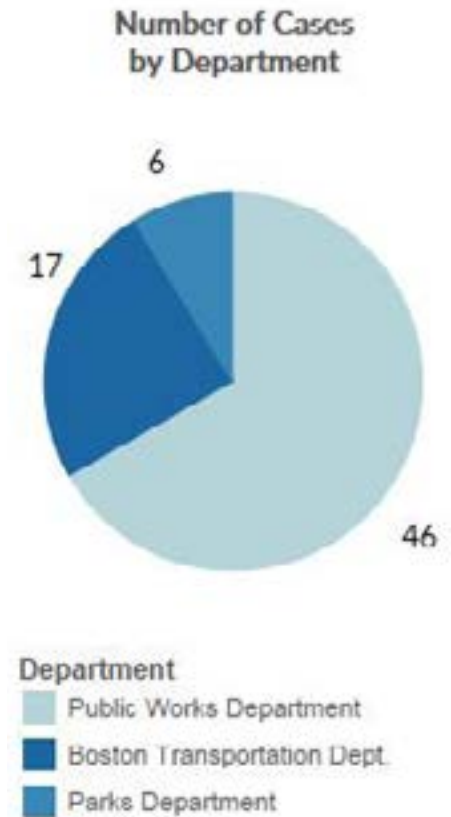
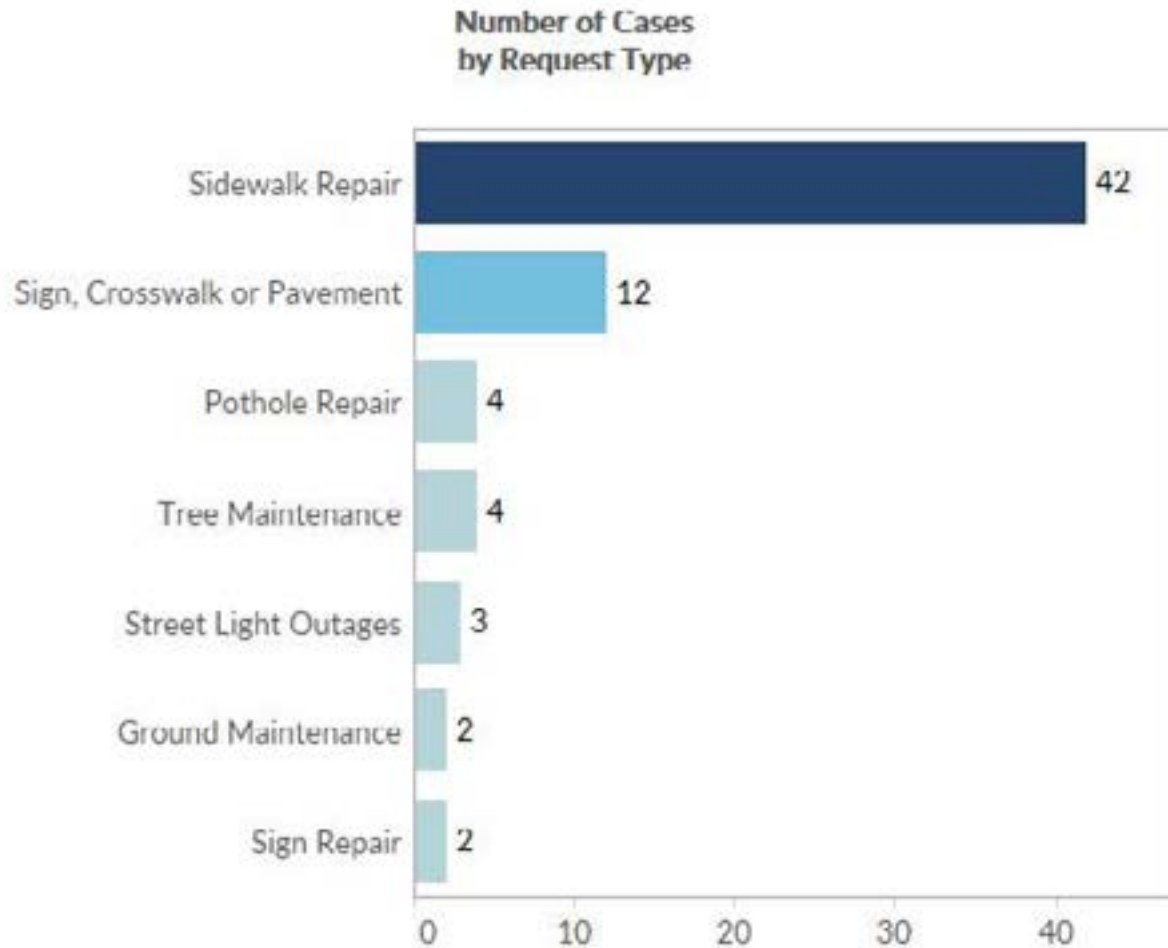


“The neighborhood walks gave me the opportunity to really familiarize myself with every small street and public alley in the neighborhood. I heard some great stories, met some new folks and really enjoyed delving a little deeper into South End issues. There was one day I was doing a walk and ran into a work crew that was repairing an issue I had reported a few days before, and that was great to see.”

Jordan Deasy, South End & Bay Village Liaison



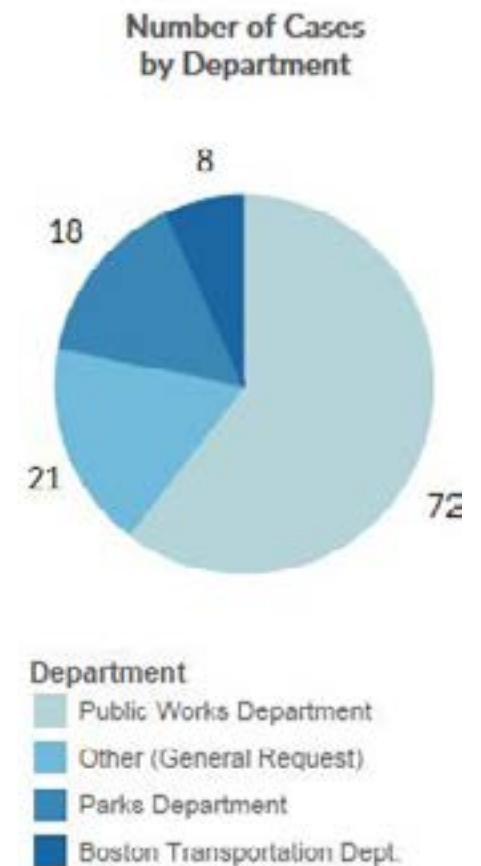
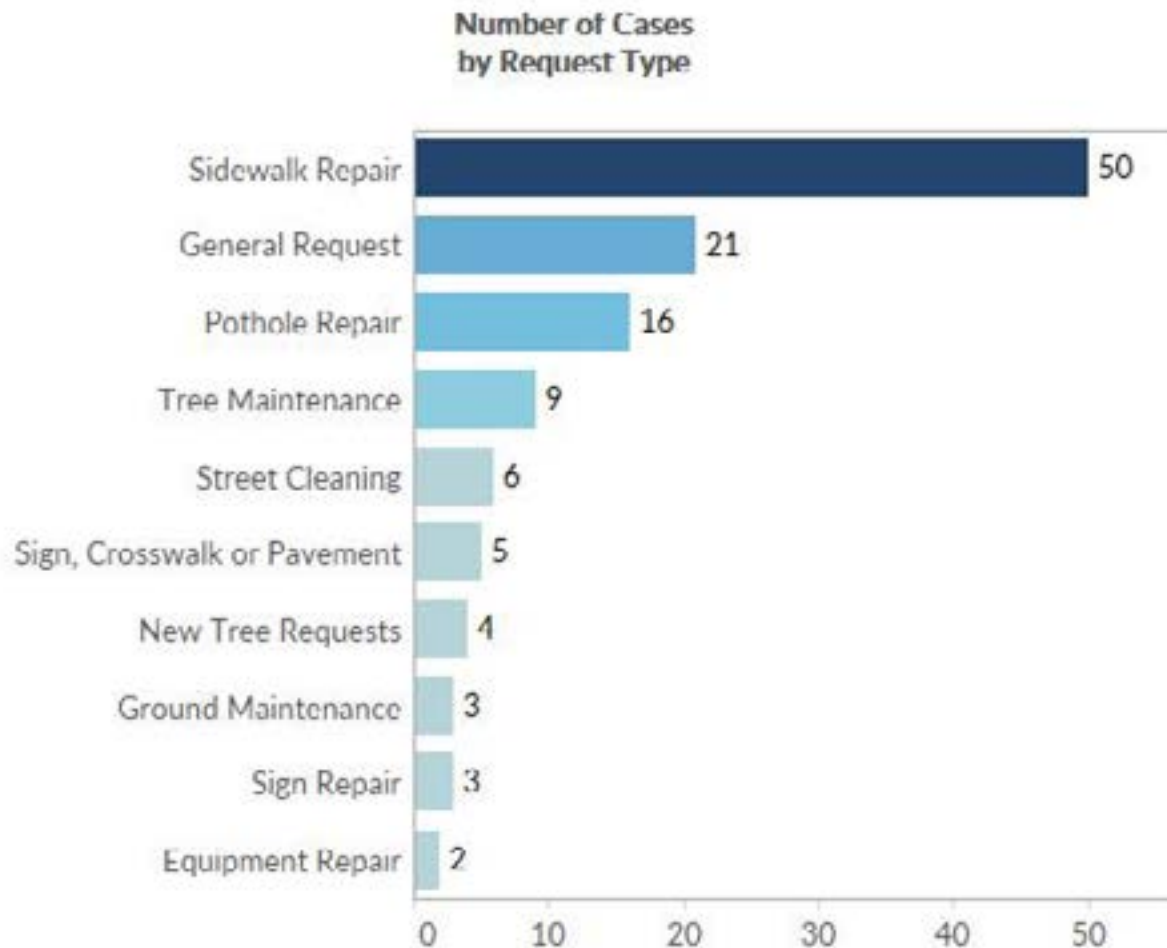
## BREAKDOWN OF RESULTS BY NEIGHBORHOOD: WEST END



“The walk helped me get out of the office and meet with people who don’t typically get involved, it was great to spend with them and hear what they thought needed to be changed in the neighborhood”

Nicole Leo, North End/West End/Waterfront Liaison

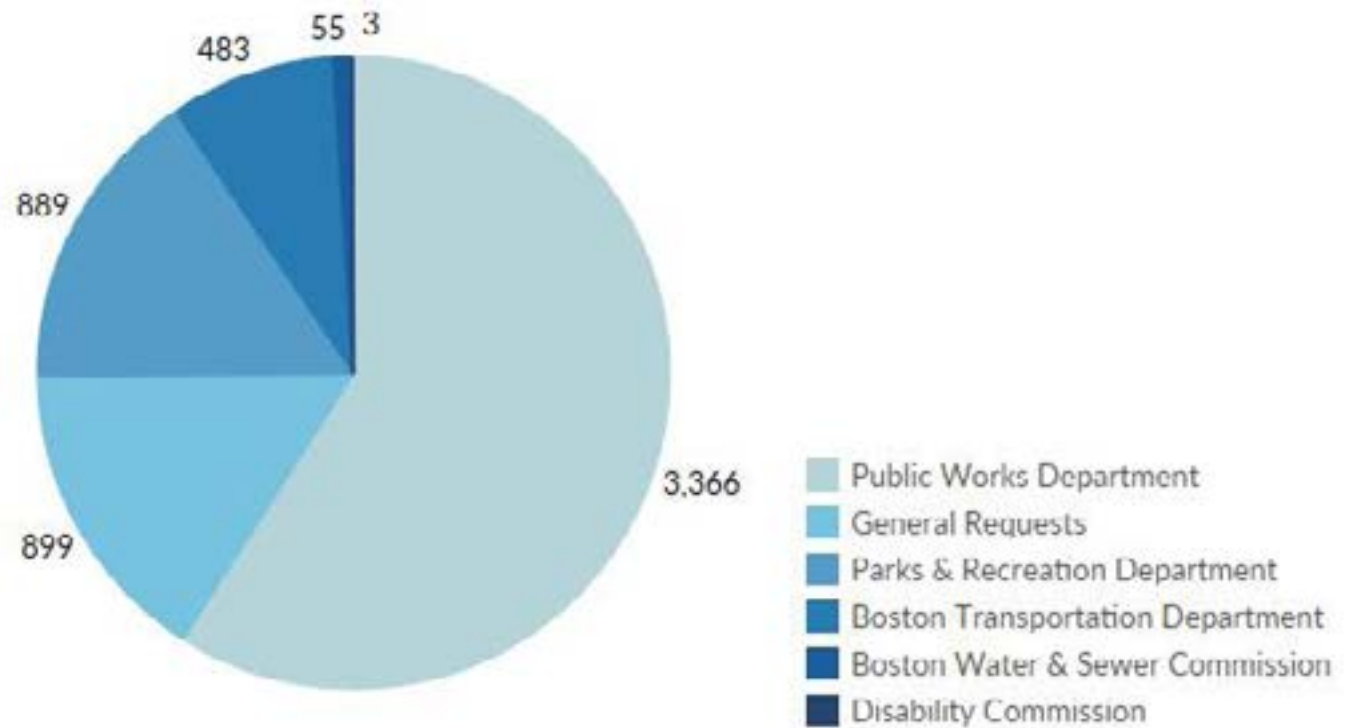
## BREAKDOWN OF RESULTS BY NEIGHBORHOOD: WEST ROXBURY



“NEW Boston was a great way to get out and become more acquainted with the neighborhood and engage with the residents. It was also a great opportunity to proactively deliver city services. Sometimes we don’t hear about a pothole until someone pops a tire or we don’t know that a tree branch might knock down power lines until it’s too late. NEW Boston gave us a chance to prevent those problems”

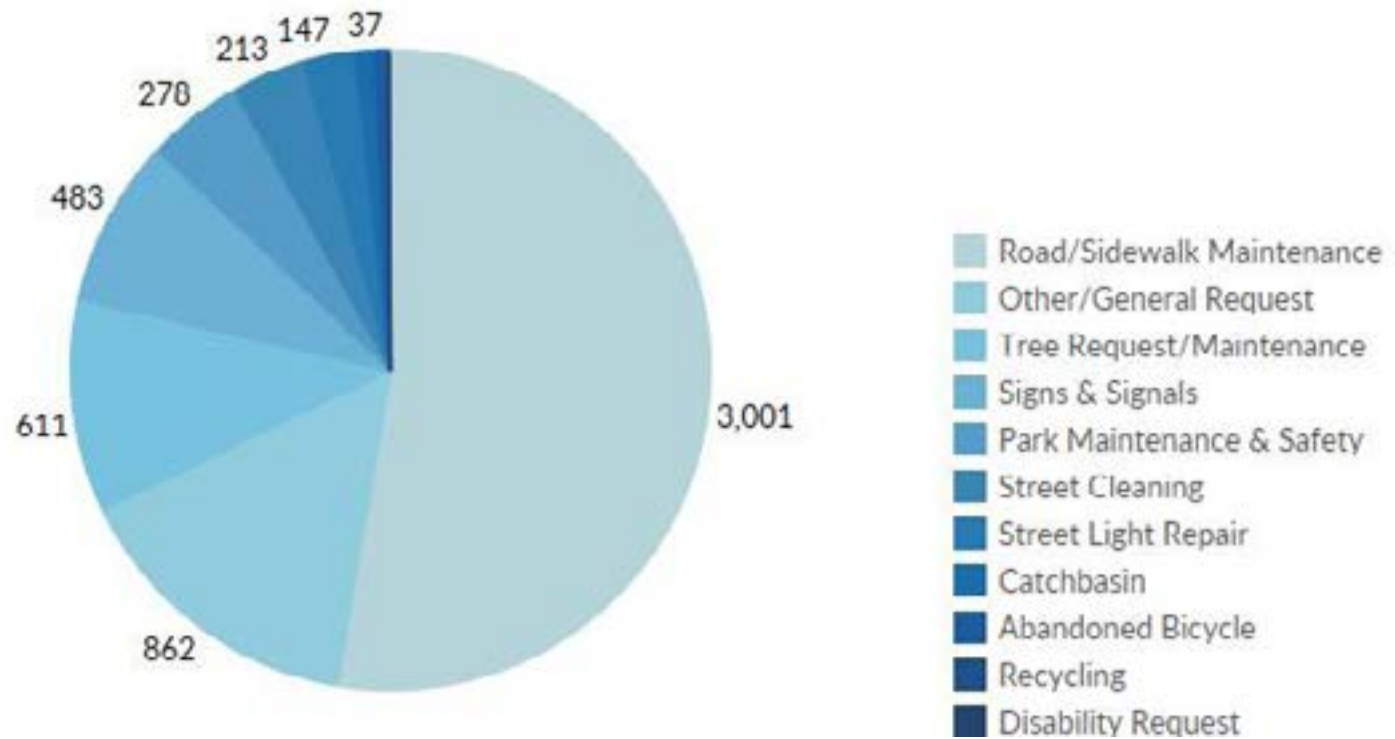
Chris Rusk, West Roxbury Liaison

## CITYWIDE ANALYSIS: CASES BY DEPARTMENT



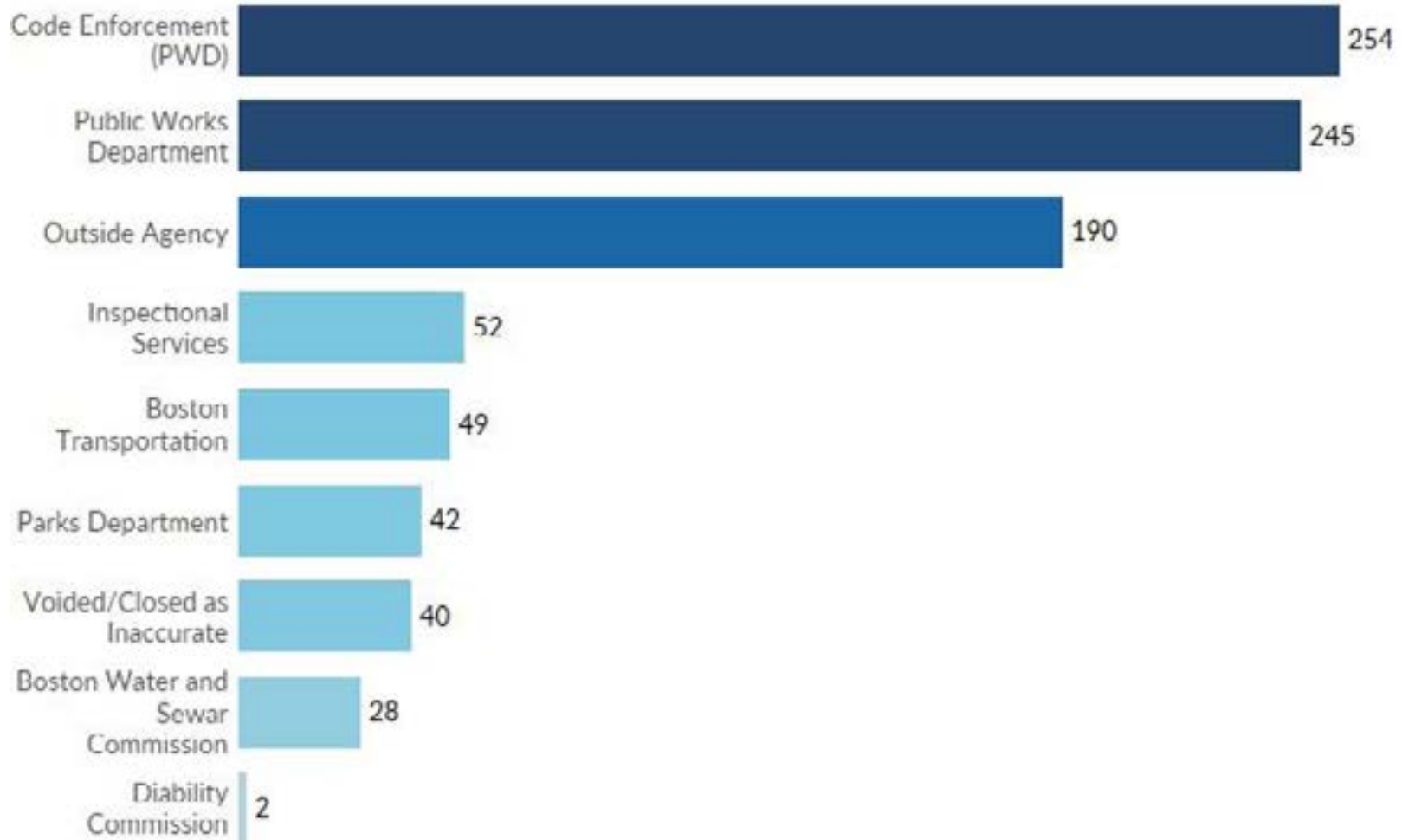
Looking citywide at the cases that were created during the walks, the large majority were issues that fell under DPW's purview. As demonstrated in the graphics above, Parks Dept. and general requests also had a large number of cases.

## CITYWIDE ANALYSIS: CASES BY TYPE



The above data sheds more light on the types of cases that were reported. The large majority were for road and sidewalk repairs. General case breakdown by department can be found on the following pages.

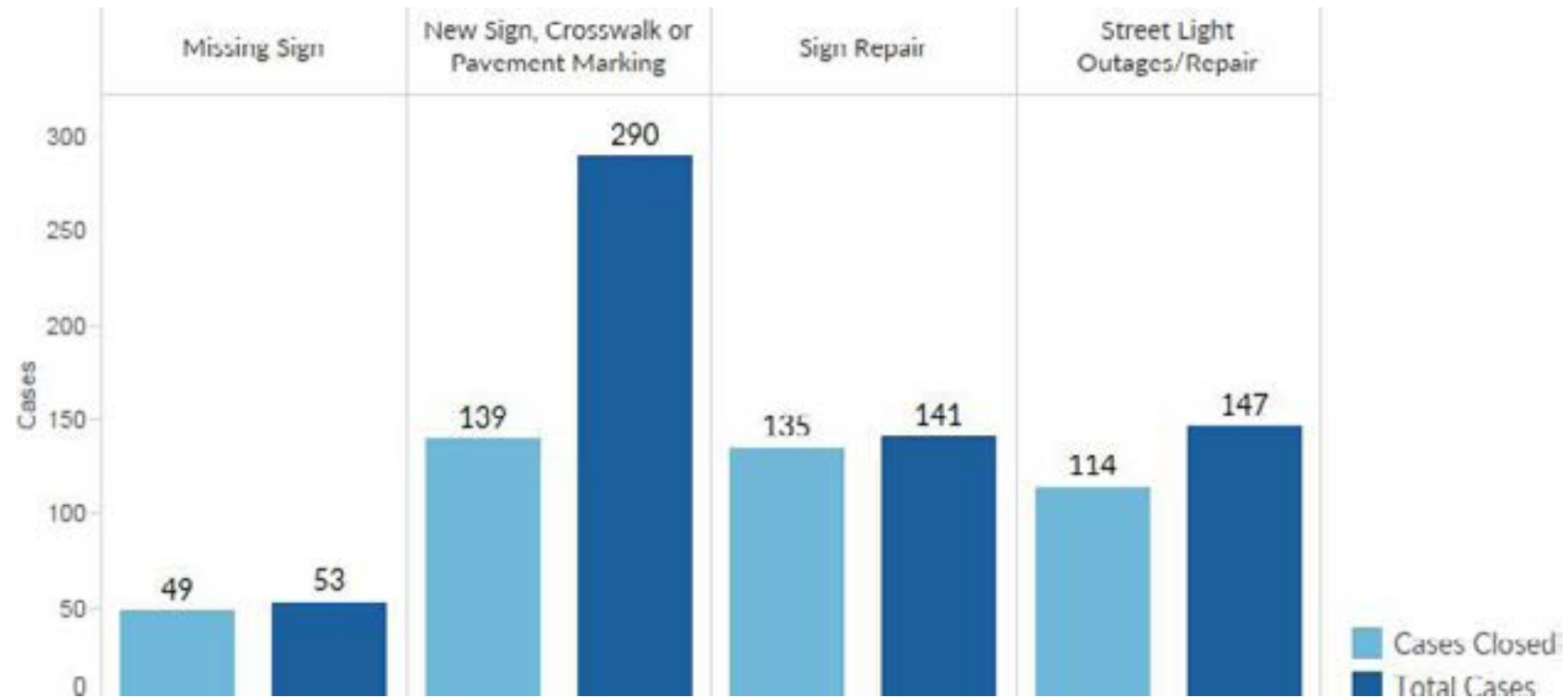
## CITYWIDE ANALYSIS



General cases are simply cases that our system did not immediately recognize by their classification guidelines, so they had to be assigned by department manually after they were assessed by city personnel



## CITYWIDE ANALYSIS: BOSTON TRANSPORTATION DEPARTMENT



Of the total number of cases, 613 (or 10.76%) were cases handled by the Boston Transportation Department and 437 (or 78.41%) have been closed. There were 18 duplicate cases submitted, and the types of cases submitted break down as follows:

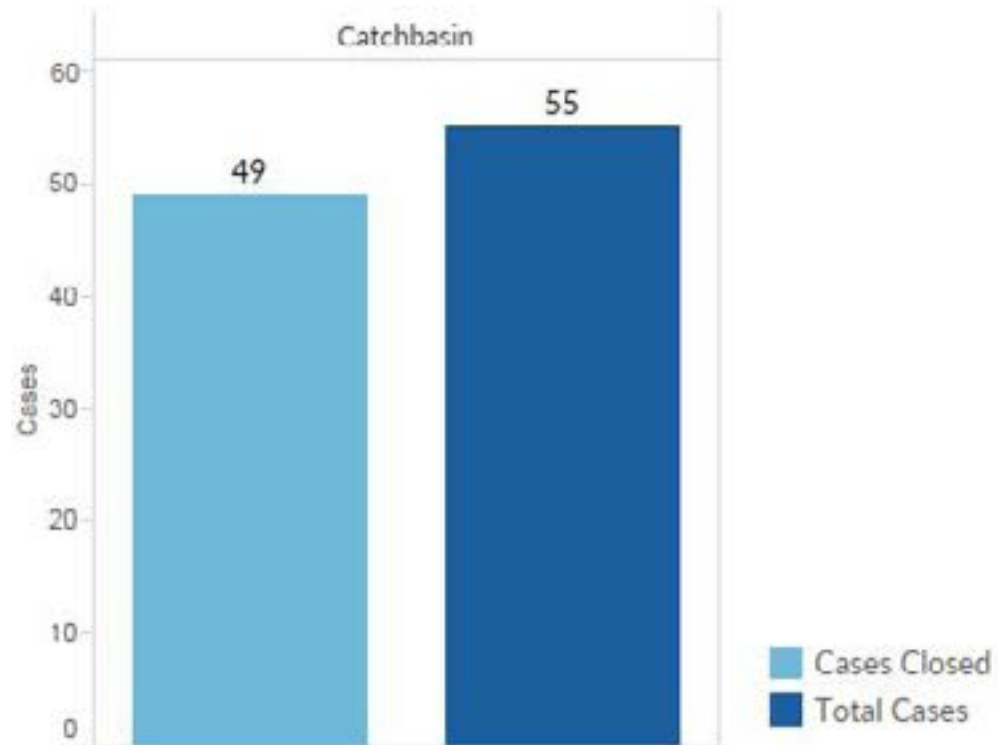
Missing Sign: 53 cases, 49 closed

New Sign, Crosswalks or Pavement Marking Request: 290 cases, 139 closed

Sign Repair: 141 cases, 135 closed

Street Light Outages: 147 cases, 114 closed

## CITYWIDE ANALYSIS: BOSTON WATER AND SEWER COMMISSION



Of the total number of cases, 55 (or 0.96%) were cases handled by the Boston Water and Sewer Commission and 49 (or 89.09%) have been closed. There were 0 duplicate cases submitted, and the types of cases submitted break down as follows:

Catchbasin: 55 cases, 49 closed

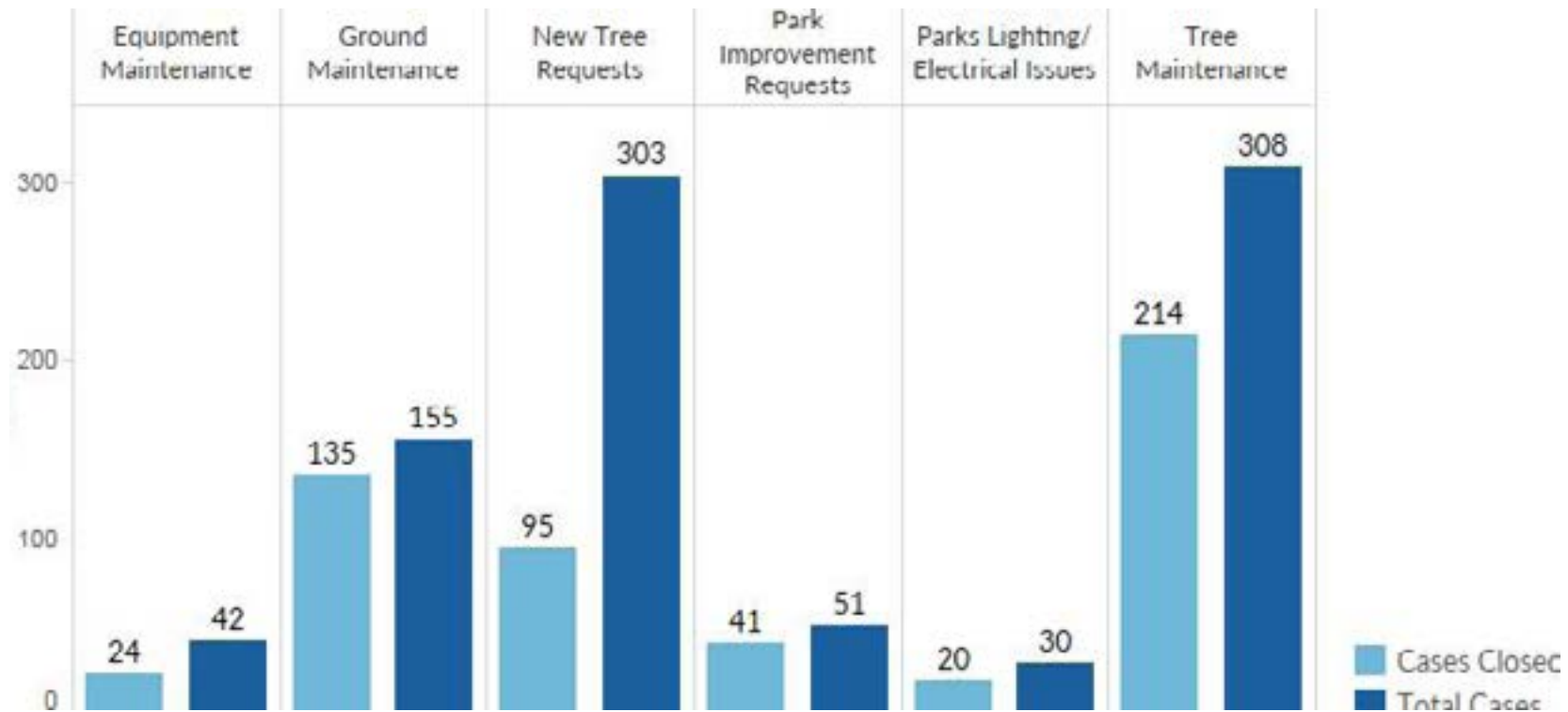
## CITYWIDE ANALYSIS: DISABILITY COMMISSION



Of the total number of cases, 3 (or 0.05%) were cases handled by the Disability Commission and 2(or 66.66%) have been closed. There were 0 duplicate cases submitted, and the types of cases submitted break down as follows:

Handicap Parking Sign Request:  
3 cases, 2 closed

## CITYWIDE ANALYSIS: PARKS DEPARTMENT



Of the total number of cases, 889 (or 15.61%) were cases handled by the Parks Department and 529 (or 69.48%) have been closed. There were 90 duplicate cases submitted, and the types of cases submitted breaks down as follows:

Equipment Maintenance: 42 cases,  
24 closed

Ground Maintenance: 155 cases,  
135 closed

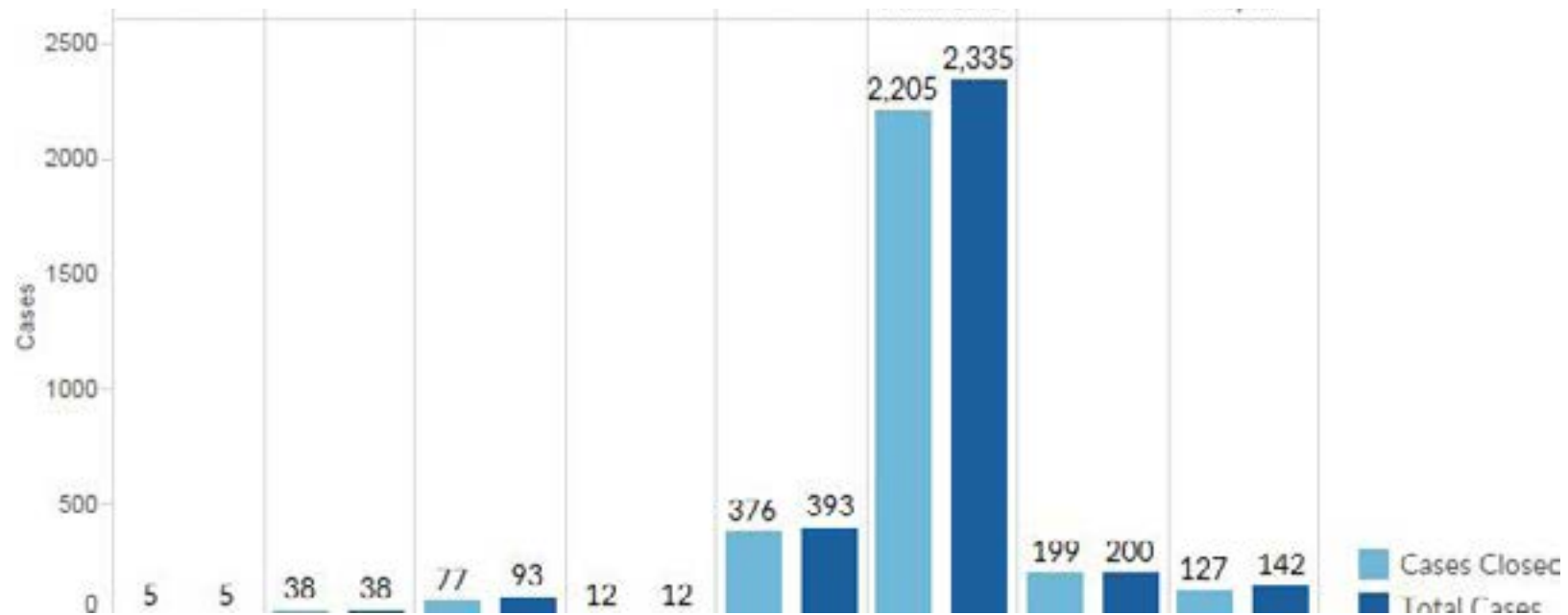
New Tree Requests: 303 cases, 95 closed

Park Improvement Requests: 51 cases,  
41 closed

Park Lighting/Electrical Issues: 30 cases, 20 closed

Tree Maintenance: 308 cases, 214 Closed

## CITYWIDE ANALYSIS: PUBLIC WORKS DEPARTMENT



Of the total number of cases, 3218 (or 56.50%) were cases handled by the Public Works Department and 3039 (or 95.22%) have been closed. There were 96 duplicate cases submitted, and the types of cases submitted break down as follows:

Big Building Recycling Pick Up: 5 cases,  
5 closed

Empty Litter Basket (Request): 38 cases, 38 closed

Pick Up Dead Animal: 12 cases, 12 closed

Graffiti Removal (Referred to Property  
Management): 93 cases, 77 closed

Pothole Repair: 393 cases, 376 closed

Streetcleaning: 200 cases, 199 closed

Sidewalk Repair/Make-Safe: 2335 cases, 2205 closed

Utility Casting Repair: 142 cases,  
127 closed